

City of San Jose 2003 Community Survey

Report of Survey Results

December 14 – 23, 2003

320-204

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INTRODUCTION

To complete the 2003 San Jose community survey, Fairbank, Maslin, Maullin & Associates (FMM&A) conducted telephone interviews with 1,000 randomly selected San Jose residents over the age of 18. The interviews took place between December 14 and 23, 2003. The survey questionnaire was translated and administered in both Spanish and Vietnamese, as well as in English.

Survey questions were developed in consultation with City staff, and most were repeated from previous community surveys conducted in November 2000 and November 2001 in order to track changes in community opinion over time. As was the case with the previous studies, questions were designed to provide data for the City's "Investing in Results" (IiR) performance measurement system. The sample was weighted slightly to conform to demographic data on the city's population.

The margin of error for the survey sample as a whole is plus or minus 3.1 percent; for smaller subgroups of the sample, the margin of error is larger. For example, statistics reporting the opinions and attitudes of residents over age 65, who make up 12 percent of the sample, have a margin of error of plus or minus 8.9 percent. Thus, for this and other population groupings of similar or even smaller size, interpretation of the survey's findings are more suggestive rather than definitive and should be treated with a certain caution.

This report discusses and analyzes the survey's principal findings. Following the summary of findings, the report is divided into five parts:

- **Part 1** examines San Jose residents' general attitudes toward the city, their perceptions of the quality of life in San Jose, and their evaluations of the most important issues facing the city.
- **Part 2** describes residents' general evaluation of the services provided by San Jose City government, as well as detailed evaluations of resident satisfaction with a variety of specific City services, including libraries and traffic management. It also examines resident suggestions for improving City services.
- **Part 3** looks at the level of resident contact with City employees and gathers residents' impressions of the helpfulness of employees with whom they had contact.
- **Part 4** focuses specifically on public safety. It analyzes residents' feelings of safety in various parts of the city, their reactions to the City's "Street Smarts" campaign, and their evaluations of the Independent Police Auditor (IPA).
- **Part 5** discusses residents' engagement with various aspects of the community. It includes resident evaluations of the physical condition of the City including both public facilities and also residential neighborhoods, and includes an analysis of residents' evaluations of the accessibility of a variety of public amenities. Reflecting a new area of inquiry added to this year's survey, it also discusses residents' participation in volunteer activities.

The topline results of the survey are included at the end of the report in Appendix A.

SUMMARY OF MAJOR FINDINGS

San Jose residents remain highly pleased with conditions in the City. The results of the 2003 community survey show that 75 percent of local residents rate the quality of life in the City as “excellent” or “good.” As has been the case in prior surveys, sizable majorities of local residents are pleased with the physical condition of their neighborhoods, the accessibility of various public amenities, and a wide range of aspects of San Jose’s quality of life, from air quality to parks. Majorities of residents continue to say that they feel safe walking around in their neighborhoods both during the day and at night. One-third of San Jose residents are engaged in some type of volunteer activity in their community, typically on behalf of a school, non-profit or religious organization.

When asked to name the issues they would most like City government to address, there is no single issue that seems to dominate residents’ concerns. Traffic congestion, housing costs, crime, education, and jobs are all issues that significant numbers of residents say should be City government’s top priority. Just three years ago, traffic congestion and housing costs were clearly the two dominant concerns among San Jose residents, but concern about both issues – and particularly traffic congestion – has cooled remarkably during that time.

As has been the case at least since 2000, San Jose residents remain highly pleased with the services they receive from City government. More than seven out of ten local residents are satisfied with the overall quality of municipal services, and majorities of those offering an opinion continue to rate 21 out of 25 individual City services as either “excellent” or “good.”

The following items stand out among the survey’s specific findings:

- Three-quarters of San Jose residents rate the quality of life in the city as either “excellent” or “good.” The proportion of residents who rate San Jose’s quality of life as “excellent” has risen from 16 percent in 2000 to 25 percent in 2003. *(Section 1.1)*
- When asked to rate various aspects of life in San Jose, residents express the greatest satisfaction with the condition of local parks, trees, and residential properties. Two-thirds or more of those surveyed rate each as either “excellent” or “good.” *(Section 1.1)*
- In a notable change from previous years’ surveys, there is no single issue or group of issues that San Jose residents overwhelmingly believe should be City government’s top priority to address. Currently, the issues of traffic, crime, education, jobs and housing costs are each named by about one out of ten residents as the most pressing issue for San Jose. In 2000, the issues of traffic congestion (28 percent) and housing costs (25 percent) were clearly the dominant issues in the city. *(Section 1.2)*
- More than three-quarters of San Jose residents are “satisfied” with the overall quality of San Jose City services, a proportion that has remained very consistent since the 2000 baseline survey. Only about one resident in ten is dissatisfied with

City services. Satisfaction with San Jose City services is significantly higher than satisfaction in other Bay Area cities like San Francisco or Oakland. *(Section 2.1)*

- When offered a list of 25 City services, majorities of those offering an opinion rate 21 of them as either “good” or “excellent.” Library services, police and fire services, and park maintenance are viewed particularly favorably. The only services rated as “excellent” or “good” by less than a majority of those offering an opinion include public art programs, open space protection, attracting new businesses to run-down areas of the city, and managing city government finances. And even in these cases, the proportions rating each service as “excellent” or “good” exceed those rating it as “poor” or “extremely poor.” *(Section 2.2)*
- Since 2000, library services, fire prevention and protection, and graffiti removal have shown the greatest increases in positive evaluations from the public. In the same period of time, residents have grown somewhat more negative in their evaluation of the City’s management of government finances and its work in attracting new business and residential development to run-down areas of the city. *(Section 2.2)*
- Four out of five residents report that someone in their family has used a San Jose Public Library (either in person or on-line) in the past year, and half say that they or a family member have used the library seven or more times in the past year. Continuing a trend that began in 2000, residents have increasingly positive feelings about local libraries, including their physical condition, hours, accessibility, and the availability and variety of materials in the collection. *(Section 2.3)*
- Concern about traffic flow has decreased dramatically since 2000. Sizable majorities now say traffic flow in their neighborhood and on city streets during their commute is “acceptable,” and residents are now evenly divided between those who rate commute traffic flow on local freeways as “acceptable” or “unacceptable” (with 46 percent holding each view). *(Section 2.4)*
- As has been the case in previous years, about one-third of San Jose residents (36 percent) say they have had contact with a City employee in the past two years. Those who had contact with City employees continue to express overwhelming satisfaction with their courtesy, timeliness, and competence. *(Section 3)*
- More than three out of five San Jose residents continue to feel safe walking around during the day in their neighborhoods (90 percent), in the park nearest their house (84 percent), or in the downtown area (65 percent). Most residents also feel safe in their neighborhood at night (68 percent), although less than a majority feel safe in the evening hours in the park nearest their house or downtown. *(Section 4.1)*
- One in three residents (35 percent) recalls seeing information about the City’s “Street Smarts” program, and a 58-percent majority of those polled believe it will be effective in improving driver, bicyclist, and pedestrian behavior. *(Section 4.2)*
- About one in three residents (30 percent) has heard something about the Independent Police Auditor, and 57 percent believe it will be effective in providing civilian oversight of the Police Department. *(Section 4.3)*

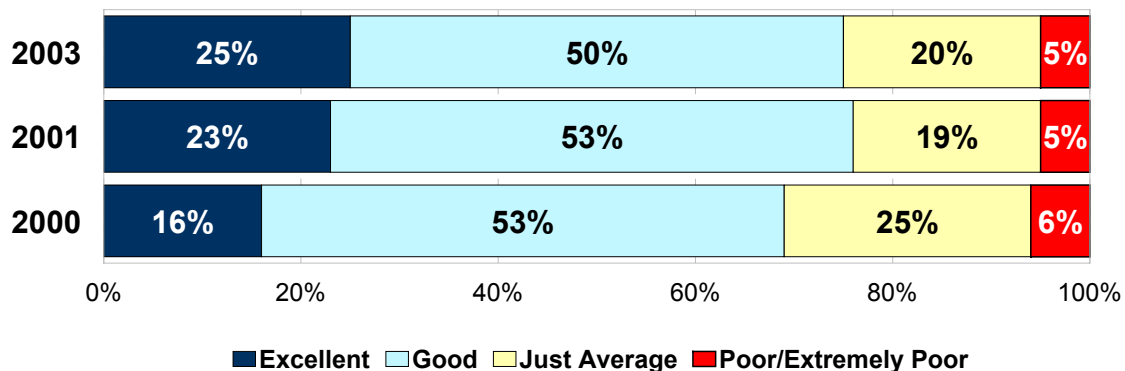
- Most San Jose residents say that they have taken the appropriate steps to prepare for an emergency or disaster. Fully 70 percent say they have a three-day supply of prescription medications on hand, 65 percent say they have the name and phone number of a designated out-of-area contact person, and just over half (56 percent) say they have three gallons of bottled drinking water for each family member. *(Section 4.4)*
- Two-thirds of San Jose residents continue to rate the “overall physical condition” of their neighborhood as “good” or “excellent,” and only a slightly smaller proportion (63 percent) say their neighbors have a sense of community pride. *(Section 5.1)*
- Sizable majorities of residents polled rate the physical condition of major public facilities – including public libraries, city parks, cultural facilities such as theaters and museums, government offices, and community centers – as “excellent” or “good.” *(Section 5.2)*
- One in three San Jose residents (34 percent) report having volunteered for a community or government organization in the past year. Among those who have given their time, 40 percent say they have volunteered for a non-profit organization, 35 percent for a school, and 33 percent for a religious organization. Fifteen percent have volunteered for the City of San Jose. *(Section 5.4)*

PART 1: THE QUALITY OF LIFE AND MAJOR ISSUES IN SAN JOSE

1.1 QUALITY OF LIFE IN SAN JOSE

San Jose residents remain pleased with the quality of life in their city. As shown in **Figure 1** below, three-quarters of local residents rate the quality of life in the city as “good” or “excellent,” while just five percent label it “poor” or “extremely poor.” About one in five rate it as “just average.” These results are statistically no different than those observed in the 2001 survey, in which 76 percent of those polled offered positive evaluations of the City’s quality of life. It should be noted that since the initial survey in 2000, the proportion of respondents rating the quality of life as “excellent” has grown by nine points (from 16 percent in the 2000 baseline survey to 25 percent in 2003). As has been the case in prior years, only about one resident in twenty views the San Jose’s quality of life as “poor.”

FIGURE 1:
Residents’ Evaluation of the Quality of Life in San Jose, 2000-2003



Continuing a trend observed in previous surveys, there is a clear link between socioeconomic status and happiness with San Jose’s quality of life. Fully 81 percent of residents with annual household incomes over \$60,000 per year rate the city’s quality of life positively, versus just 64 percent of those with annual incomes below \$30,000. Similarly, 79 percent of college-educated residents rate San Jose’s quality of life as “excellent” or “good,” as compared to 72 percent of those without a college education. Gender and age also appear to play some role in residents’ evaluations of the City’s quality of life: among men age 50 and over, 80 percent rate the quality of life as “excellent” or “good,” while 70 percent of women under age 50 do the same.

Residents of neighborhoods that are part of the Strong Neighborhoods Initiative (SNI) also appear to have somewhat lower levels of satisfaction with the City’s quality of life than do residents in other parts of the City. A total of 66 percent of residents in SNI neighborhoods rate San Jose’s quality of life as “excellent” or “good,” versus 77 percent of residents elsewhere in the city.

As has been the case in prior years, there are almost no subsets of the City’s population that are actively displeased with its quality of life. Among no major demographic group do more than twelve percent of those polled label the city’s quality of life as “poor” or

“extremely poor.” Housing costs are a particular concern for the small group of residents who view San Jose’s quality of life as poor, with roughly one out of five citing them as the most serious problem facing the City.

Respondents were also offered a list of individual aspects of the quality of life in their neighborhoods, and were asked to rate each on the same five-point scale (as either “excellent,” “good,” “just average,” “poor,” or “extremely poor”). As shown in **Figure 2** below, majorities of local residents expressed satisfaction with most specific aspects of their local quality of life. Survey respondents were particularly pleased with “the appearance of local parks in or near your neighborhood” (72 percent “excellent” or “good”), “the physical attractiveness of residences and residential property” (66 percent), and “the physical condition of trees along your neighborhood’s streets.” (66 percent).

FIGURE 2:
Rating of Individual Aspects of Quality of Life in Respondent’s Neighborhood

| Item | TOTAL EXC./ GOOD | Exc. | Good | Just Average | Poor | Ext. Poor | DK/ NA |
|---|------------------------|------|------|-----------------|------|--------------|-----------|
| The appearance of local parks in or near your neighborhood | 72% | 19% | 53% | 18% | 6% | 1% | 4% |
| The physical attractiveness of residences and residential property | 66% | 16% | 50% | 26% | 7% | 1% | 1% |
| The physical condition of trees along your neighborhood’s streets | 66% | 14% | 52% | 22% | 9% | 2% | 1% |
| The quality of the air | 60% | 9% | 51% | 30% | 8% | 1% | 1% |
| The adequacy of street lighting | 60% | 12% | 48% | 23% | 12% | 3% | 2% |
| The physical condition of landscaping on street medians and other public areas in or near your neighborhood | 60% | 11% | 49% | 27% | 9% | 1% | 2% |
| The condition of your neighborhood’s streets | 56% | 11% | 45% | 30% | 11% | 2% | 1% |
| The safety of pedestrians crossing streets in your neighborhood | 56% | 11% | 45% | 25% | 13% | 4% | 1% |
| The condition of City sidewalks | 56% | 9% | 47% | 30% | 10% | 1% | 2% |
| The physical attractiveness of commercial buildings | 54% | 9% | 45% | 31% | 9% | 1% | 6% |
| The availability and variety of arts and cultural offerings in or near your neighborhood | 39% | 8% | 31% | 27% | 21% | 4% | 9% |

There was only one aspect of neighborhood quality of life with which a sizable number of residents seemed displeased. Just 39 percent of San Jose residents rate “the availability and variety of arts and cultural offerings in or near your neighborhood” as “excellent” or “good,” while one quarter rate it as “poor” or “extremely poor.” The level of dissatisfaction appears to cut across most demographic and geographic subgroups within the population, but tends to run somewhat higher among women under age 50 and women who identify themselves as being of Asian descent.

As **Figure 3** below reveals, there has been almost no meaningful change in respondents' evaluation of the various aspects of quality of life in their neighborhood since 2000. The only statistically significant changes have been a six-point increase in positive evaluations of air quality, and a four-point increase in positive evaluations of the appearance of local parks.

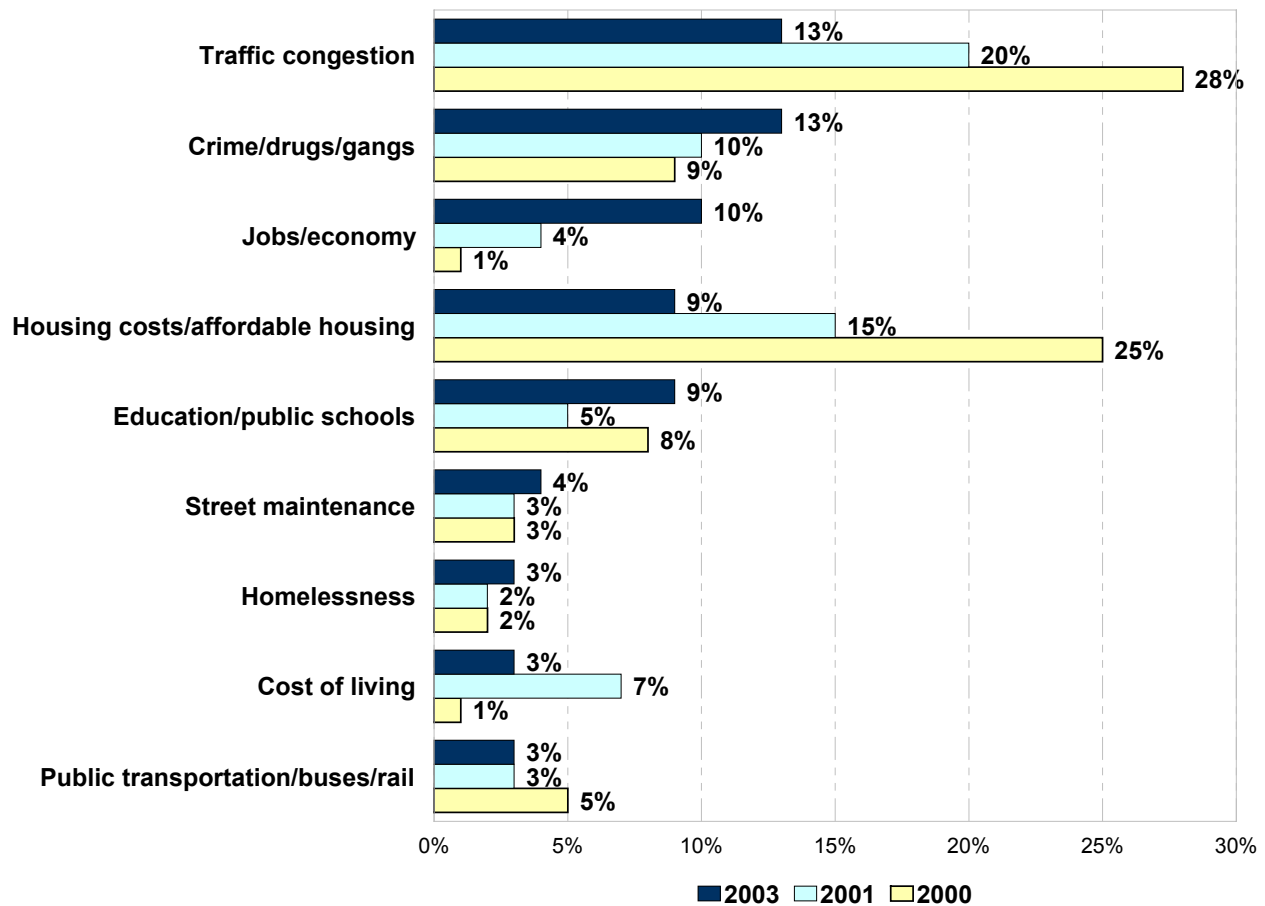
FIGURE 3:
Change in Rating of Individual Aspects of Quality of Life
in Respondent's Neighborhood as "Excellent" or "Good", 2000-2003

| Item | 2003 | 2001 | 2000 | 3-Year Change |
|---|------|------|------|---------------|
| The quality of the air | 60% | 55% | 54% | +6% |
| The appearance of local parks in or near your neighborhood | 72% | 69% | 68% | +4% |
| The safety of pedestrians crossing streets in your neighborhood | 56% | 59% | 53% | +3% |
| The physical condition of landscaping on street medians and other public areas in or near your neighborhood | 60% | 58% | 57% | +3% |
| The physical attractiveness of commercial buildings | 54% | 53% | 53% | +1% |
| The adequacy of street lighting | 60% | 61% | 60% | 0% |
| The physical condition of trees along your neighborhood's streets | 66% | 69% | 67% | -1% |
| The physical attractiveness of residences and residential property | 66% | 65% | 67% | -1% |
| The condition of your neighborhood's streets | 56% | 61% | 58% | -2% |

1.2 ISSUE CONCERNS

As in prior years' surveys, respondents were asked, in an open-ended question, to name the most serious issue that they would like San Jose's City government to address (see **Figure 4** on the following page). Over the four years that these community surveys have been conducted, there has been a dramatic shift in San Jose residents' responses to this question. While traffic congestion and housing costs were overwhelmingly the top issues residents wanted city government to address in 2000 (named by 28 percent and 25 percent of those polled, respectively), concern about those issues has declined dramatically in the intervening years. In 2003, only 13 percent of residents cite traffic congestion as the most important problem facing the City, while fewer than one in ten (nine percent) name housing costs. As concern about these issues has declined, concern about jobs and the economy has increased dramatically, to the point where roughly one in ten respondents say it is the most important issue for City government to address.

FIGURE 4:
The Most Serious Issue Facing City Government, 2000 Through 2003
(Includes Only Responses Over 2%; Responses Grouped)



Currently, there are five separate issues that about one in ten local residents cite as most pressing for City government to deal with: traffic, crime, housing costs, education, and jobs. None of these five issues, however, represents the kind of dominant concern that housing costs and traffic did a few years ago. Instead, different subsets of the population tend to point to one of these five concerns as the City's most important problem, as detailed below:

- ✓ **Traffic congestion:** Traffic is a particular concern for the longest-term residents of San Jose (those who have lived in the city for 20 years or more), as it is for retirees. Residents over age 50, especially those who are white or male, are also more likely to name traffic congestion as the top problem for City government to address. Generally speaking, concern about traffic also increases with socioeconomic status: it runs higher among those with a post-graduate education and those with household incomes over \$60,000 per year.
- ✓ **Crime, drugs and gangs:** Those who believe crime should be the City's highest priority tend to have less than a high school education and incomes under \$30,000 per year. They also disproportionately include Latinos (especially women) and female residents under age 50.

- ✓ **Jobs and the economy:** Not surprisingly, those most concerned about the economy include those who are currently unemployed. Asian-American men and residents without a high school education are also particularly likely to call on the City to focus on economic concerns.
- ✓ **Housing costs:** Residents of most demographic groups are about equally likely to cite housing costs as the City's most pressing problem, although Latino males are somewhat more likely to do so than others.
- ✓ **Education:** Women under age 50 are more likely than other residents to name education as the issue the City should focus most of its attention on, although Asian-American women and residents who identify themselves as homemakers are also likely to do so.

Within the SNI neighborhoods, these same five issues were the leading concerns, though ranked in a different order than was the case citywide. Residents of SNI neighborhoods were most likely to say that the City should make crime, drugs and/or gangs its top priority (a concern mentioned by 18 percent of respondents). As shown in **Figure 4a**, the concerns SNI residents were next-most likely to mention as priorities for City government were jobs and the economy (eleven percent), housing costs (nine percent) education (seven percent), and traffic congestion (six percent).

FIGURE 4A:
The Most Serious Issue Facing City Government,
Among SNI Neighborhood Residents
(Includes Only Responses Over 2%; Responses Grouped)

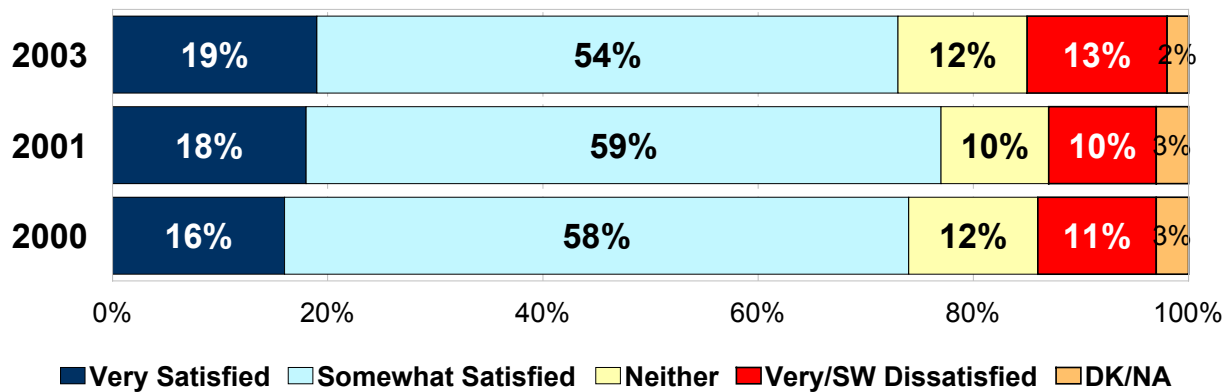
| Issue | % Mentioning |
|----------------------------|-----------------|
| Crime/drugs/gangs | 18% |
| Jobs/economy | 11% |
| Housing costs | 9% |
| Education | 7% |
| Traffic congestion | 6% |
| Cost of living | 5% |
| Street maintenance | 5% |
| Revitalizing neighborhoods | 4% |
| Homelessness | 3% |

PART 2: PUBLIC ASSESSMENT OF CITY GOVERNMENT AND CITY SERVICES

2.1 OVERALL RATING OF THE QUALITY OF SAN JOSE'S CITY SERVICES

As illustrated in **Figure 5** below, nearly three-quarters of San Jose residents are satisfied with the quality of the services they receive from City government, with about one resident in five “very satisfied” and a 54-percent majority of the population offering a more qualified response of “somewhat satisfied.” Only about one resident in ten is “dissatisfied” with the overall quality of City services, and twelve percent take a neutral position. There has been no significant change in satisfaction with City services since the 2000 survey.

FIGURE 5:
Satisfaction with the Overall Quality of San Jose City Services, 2000 Through 2003

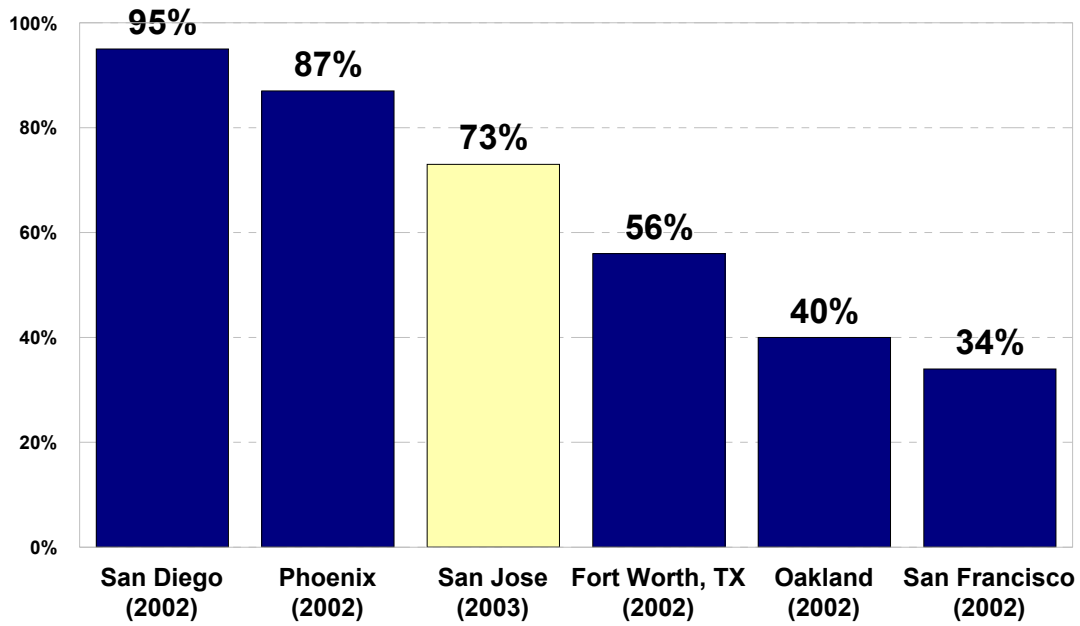


As has been the case in previous years, satisfaction with City services tends to cut across demographic subgroups within the City’s population. There is no major subset of City residents among which more than one-quarter of those polled say that they are “dissatisfied” with the quality of City services, and 60 percent or more of residents in every major demographic group say that they are satisfied with City services.

Underneath these broad similarities, however, there are some minor demographic differences in satisfaction with City services. Those most likely to be “very satisfied” include men age 50 and over and white men. Dissatisfaction with City services tends to be highest among apartment renters and Latinos (especially women, those age 50 and over, and those who chose to take the survey in Spanish).

Figure 6 on the following page compares San Jose satisfaction ratings with some of those obtained in 2002 community surveys for other major cities in California or of comparable size. Variations in question wording and survey methodology make direct comparisons difficult, but the responses shown generally reflect the proportion of respondents offering a positive evaluation of the quality of overall city services in each location. While satisfaction is somewhat lower in San Jose than in San Diego or Phoenix, it is substantially higher than in the other major Bay Area cities of San Francisco and Oakland.

FIGURE 6:
Comparison of Satisfaction With San Jose City Services With Service
Satisfaction in Other Cities, By Survey Year



2.2 RATINGS OF INDIVIDUAL SERVICES

San Jose residents remain as satisfied with the quality of most individual City services as they are with the overall quality of City services as a whole. Survey respondents were read a list of 25 specific services provided by the City, similar to the lists tested in the 2001 and 2000 surveys. Respondents were then asked to rate each service on the same five-point scale used for many of the survey questions, ranging from “excellent” to “extremely poor.” As shown in **Figure 7** below, in nearly every case the proportion rating each service as “excellent” or “good” exceeded the proportion rating it as “poor” or “extremely poor.” As has been the case in prior years, residents offered the most positive ratings for public safety services, libraries and parks.

FIGURE 7:
Evaluation of the Quality of Specific San Jose City Services

| Service | TOTAL EXC./ GOOD | Exc. | Good | Just Average | Poor | Ext. Poor | DK/ NA |
|--|------------------------|------|------|-----------------|------|--------------|-----------|
| Providing public library services | 71% | 23% | 48% | 16% | 5% | 1% | 7% |
| Providing fire prevention and protection | 68% | 15% | 53% | 19% | 3% | 0% | 9% |
| Maintaining public parks in good physical condition | 66% | 15% | 51% | 25% | 5% | 1% | 4% |
| Providing police protection in your neighborhood | 65% | 21% | 44% | 23% | 6% | 2% | 4% |
| Providing bicycle lanes and paths | 64% | 13% | 51% | 20% | 9% | 1% | 6% |
| Removing graffiti from buildings | 58% | 15% | 43% | 23% | 8% | 2% | 10% |
| Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians | 56% | 12% | 44% | 27% | 11% | 3% | 5% |
| Supporting a diverse range of arts and cultural activities | 53% | 14% | 39% | 26% | 8% | 1% | 12% |
| Enforcing building and safety codes to protect public health and safety | 53% | 11% | 42% | 21% | 6% | 1% | 19% |
| Redeveloping downtown San José as an attractive and economically viable city center | 52% | 15% | 37% | 25% | 11% | 5% | 8% |
| Repairing and maintaining the storm drainage system | 51% | 9% | 42% | 24% | 8% | 2% | 15% |
| Keeping schools safe | 50% | 10% | 40% | 25% | 10% | 1% | 14% |
| Repairing and maintaining the sanitary sewer system | 49% | 9% | 40% | 22% | 5% | 1% | 23% |
| Providing recreation opportunities and programs at city parks and recreation centers | 47% | 9% | 38% | 26% | 12% | 2% | 13% |
| Showing people how to conserve water | 46% | 12% | 34% | 25% | 15% | 2% | 12% |
| Providing an adequate number and variety of outdoor special events | 46% | 10% | 36% | 25% | 9% | 2% | 18% |
| Planning for San Jose’s future growth | 44% | 8% | 36% | 25% | 10% | 3% | 18% |
| Protecting the City’s drinking water from contamination | 42% | 9% | 33% | 20% | 8% | 1% | 28% |
| Enhancing public spaces with public art | 38% | 7% | 31% | 29% | 13% | 1% | 19% |
| Protecting open space in San José | 37% | 6% | 31% | 26% | 13% | 6% | 17% |
| Providing after-school programs for young people | 35% | 10% | 25% | 19% | 11% | 3% | 32% |
| Attracting new business and residential development for run-down areas of the city | 35% | 8% | 27% | 27% | 15% | 3% | 19% |
| Encouraging the development of child care programs | 34% | 6% | 28% | 21% | 9% | 2% | 33% |
| Providing programs to help seniors that live on their own | 33% | 8% | 25% | 19% | 9% | 3% | 36% |
| Managing city government finances | 20% | 3% | 17% | 28% | 20% | 7% | 25% |

Only about one-third of residents indicated that the City was doing an “excellent” or “good” job of providing after-school programs, attracting new businesses to run-down areas of the city, encouraging the development of child care programs, or providing programs to help seniors living on their own. In each case, however, fewer than one out of five residents said that the City was doing a “poor” job with that specific service. Rather than reflecting widespread dissatisfaction, the low positive ratings largely reflect a substantial lack of familiarity with these services among the general public. In each case, at least about one resident in five indicated that they did not know enough about the service in question to evaluate it.

In fact, the only service for which the proportion of respondents rating it as “poor” or “extremely poor” exceeded the proportion rating it as “excellent” or “good” was “managing city government finances.” Given the average resident’s lack of familiarity with the operation of City finances (reflected in the fact that fully 25 percent of residents acknowledge not knowing enough about City finances to evaluate them), it is likely that this response reflects a more generalized discontent with government finances than it does a specific criticism of the way San Jose handles its revenues.

Figure 8 below accounts for residents’ disproportionate lack of familiarity with certain City services by calculating the total “excellent” and “good” ratings only among those residents offering an opinion, (thus excluding responses of “don’t know”). When examined in this light, only four city services fail to receive positive ratings from a majority of those who know enough about them to offer an opinion: enhancing public spaces with public art, protecting open space, attracting new development for run-down areas, and managing City finances.

FIGURE 8:
Evaluation of the Quality of Specific San Jose City Services,
Among Those Expressing an Opinion

| Service | TOTAL EXC./ GOOD | DK/ NA |
|--|------------------------|-----------|
| Providing public library services | 76% | 7% |
| Providing fire prevention and protection | 75% | 9% |
| Maintaining public parks in good physical condition | 69% | 4% |
| Providing police protection in your neighborhood | 68% | 4% |
| Providing bicycle lanes and paths | 68% | 6% |
| Enforcing building and safety codes to protect public health and safety | 65% | 19% |
| Removing graffiti from buildings | 64% | 10% |
| Repairing and maintaining the sanitary sewer system | 64% | 23% |
| Supporting a diverse range of arts and cultural activities | 60% | 12% |
| Repairing and maintaining the storm drainage system | 60% | 15% |
| Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians | 59% | 5% |
| Keeping schools safe | 58% | 14% |
| Protecting the City’s drinking water from contamination | 58% | 28% |
| Redeveloping downtown San José as an attractive and economically viable city center | 57% | 8% |
| Providing an adequate number and variety of outdoor special events | 56% | 18% |
| Providing recreation opportunities and programs at city parks and recreation centers | 54% | 13% |

FIGURE 8 (CONTINUED):

| Service | TOTAL EXC./ GOOD | DK/ NA |
|--|------------------------|-----------|
| Planning for San Jose's future growth | 54% | 18% |
| Showing people how to conserve water | 52% | 12% |
| Providing programs to help seniors that live on their own | 52% | 36% |
| Providing after-school programs for young people | 51% | 32% |
| Encouraging the development of child care programs | 51% | 33% |
| Enhancing public spaces with public art | 47% | 19% |
| Protecting open space in San José | 45% | 17% |
| Attracting new business and residential development for run-down areas of the city | 43% | 19% |
| Managing city government finances | 27% | 25% |

Ratings of most individual City services have changed little since 2000, as illustrated in **Figure 9** below. However, there were significant increases in positive ratings for a number of services over the past three years: positive ratings for libraries increased by twelve points (from 59 percent to 71 percent), and ratings for fire prevention and protection and graffiti removal jumped eight points each (from 60 percent to 68 percent and from 50 percent to 58 percent, respectively). Three services saw significant declines in positive ratings since 2000: redeveloping downtown San Jose, managing City government finances, and attracting new development to run-down areas of the City. Though the declines in positive ratings for each of these services were not great (between four and six points over a three-year period), but were statistically significant. The changes likely reflect the growing concern among San Jose residents about economic conditions in City; the declines in positive ratings for these services – all of which deal with economic issues – suggest that some residents may believe that the City is not doing enough to address the economic downturn.

FIGURE 9:
Changes in the Evaluation of the Quality of Specific San Jose City Services
As “Excellent” or “Good,” 2000 to 2003

| Service | 2003 | 2001 | 2000 | 3-Year Change |
|--|------|------|------|------------------|
| Providing public library services | 71% | 68% | 59% | +12% |
| Providing fire prevention and protection | 68% | 67% | 60% | +8% |
| Removing graffiti from buildings | 58% | 57% | 50% | +8% |
| Keeping schools safe | 50% | 49% | 45% | +5% |
| Maintaining public parks in good physical condition | 66% | 66% | 62% | +4% |
| Protecting open space in San Jose | 37% | 38% | 33% | +4% |
| Showing people how to conserve water | 46% | 49% | 42% | +4% |
| Providing recreation opportunities and programs at city parks and recreation centers | 47% | 45% | 44% | +3% |
| Providing police protection in your neighborhood | 65% | 67% | 63% | +2% |
| Enforcing building and safety codes to protect public health and safety | 53% | 50% | 51% | +2% |
| Providing an adequate number and variety of outdoor special events | 46% | 47% | 45% | +1% |

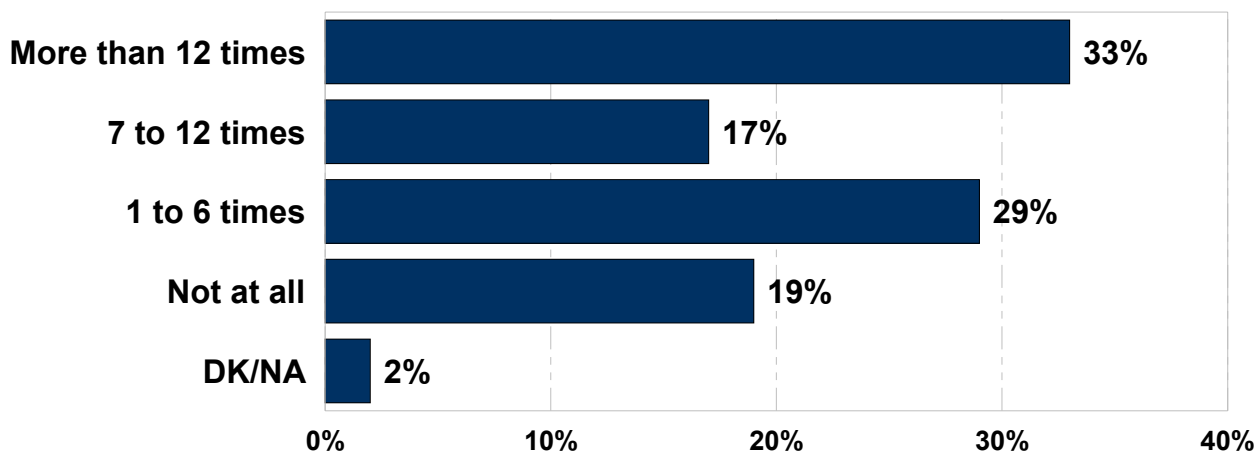
FIGURE 9 (CONTINUED):

| Service | 2003 | 2001 | 2000 | 3-Year Change |
|---|-------------|-------------|-------------|--------------------------|
| Protecting the City's drinking water from contamination | 42% | 41% | 41% | +1% |
| Providing programs to help seniors that live on their own | 33% | 34% | 32% | +1% |
| Providing after-school programs for young people | 35% | 38% | 34% | +1% |
| Encouraging the development of child care programs | 34% | 37% | 34% | 0% |
| Redeveloping downtown San Jose as an attractive and economically viable city center | 52% | 58% | 56% | -4% |
| Managing city government finances | 20% | 27% | 26% | -6% |
| Attracting new business and residential development for run-down areas of the city | 35% | 42% | 41% | -6% |

2.3 EVALUATIONS OF SAN JOSE LIBRARIES

Most San Jose residents make at least occasional use of the City’s public libraries. Survey respondents were asked how often they or their family visited a San Jose Library (or used its services online) during the preceding year. As shown in **Figure 10**, about half of respondents said they or a family member had visited a library at least seven times, while only one resident in five said that no one in their family had used a public library in the past year.

FIGURE 10:
Frequency with Which Respondent and/or Family Members
Used San Jose Public Libraries in the Past Year



Those with the highest rates of library usage (who said they or their families had used libraries 12 or more times in the past year), were parents with school-age children at home, Asian-American residents, those with a college education, and those with annual household incomes over \$60,000. Those most likely not to have used libraries at all include seniors, women age 50 and over, and those with no school-aged children at home.

As discussed above in Section 2.2, residents are increasingly pleased with the overall quality of library services in San Jose; in fact, between 2000 and 2003 overall satisfaction with library services increased more than for any other individual City service. Fully 71 percent of residents say that the City is doing an “excellent” or “good” job of “providing public library services,” an increase of twelve points since 2000. Residents continue to rate library services more positively than any of the other 24 municipal services tested, which was also the case in 2001.

In this year’s survey, respondents were once again asked to evaluate a variety of more specific characteristics of San Jose public libraries, as illustrated on the following page in **Figure 11**. About three out of five residents rate each listed characteristic of the libraries – including hours of operation and the variety and availability of collections – as “good” or “excellent.” These ratings are virtually identical to those obtained in 2001, which at the time represented a significant increase from the ratings obtained in 2000.

FIGURE 11:
Evaluations of Library Services, 2000 through 2003

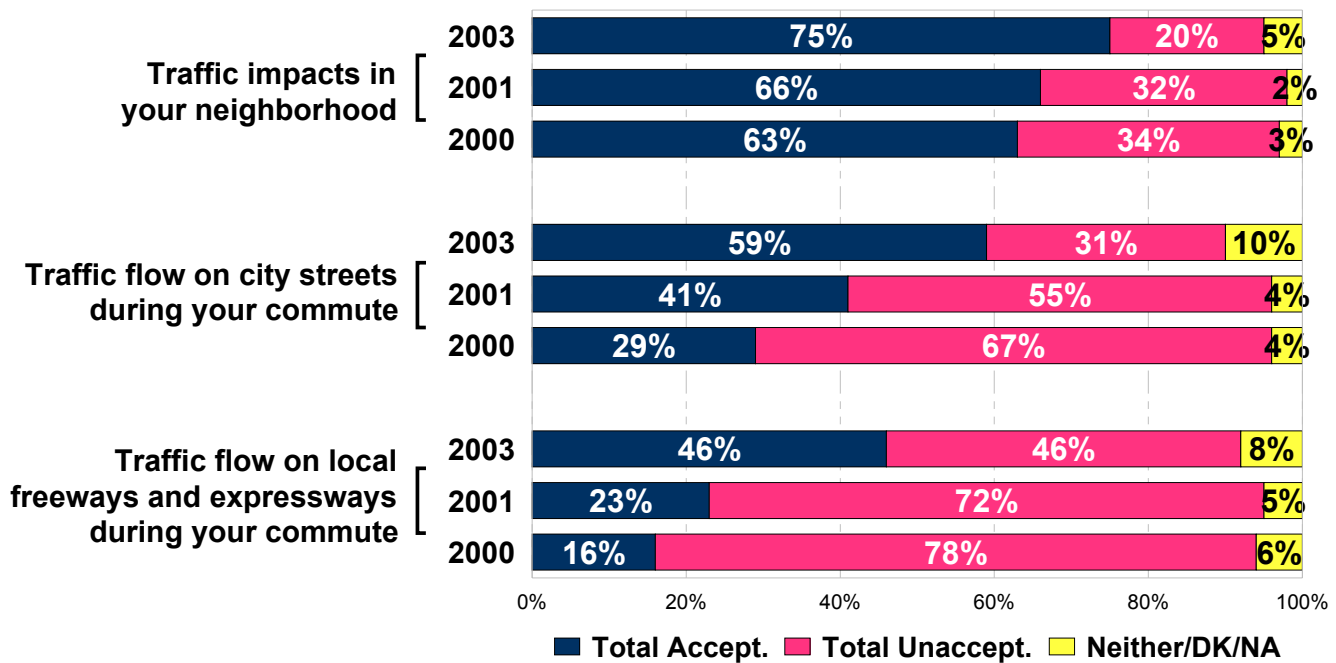
| Service | Year | TOTAL EXC./ GOOD | Exc. | Good | Just Average | Poor | Ext. Poor | DK/NA |
|---|------|------------------------|------|------|-----------------|------|--------------|-------|
| The availability of books and materials in the library's collection | 2003 | 60% | 21% | 39% | 18% | 6% | 1% | 15% |
| | 2001 | 60% | 18% | 42% | 18% | 4% | 1% | 16% |
| | 2000 | 50% | 13% | 37% | 24% | 7% | 1% | 18% |
| The variety of books and materials in the library's collection | 2003 | 59% | 21% | 38% | 18% | 6% | 1% | 16% |
| | 2001 | 60% | 18% | 42% | 19% | 4% | 1% | 16% |
| | 2000 | 51% | 14% | 37% | 22% | 7% | 2% | 18% |
| The hours local branch libraries are open | 2003 | 58% | 15% | 43% | 19% | 5% | 1% | 17% |
| | 2001 | 61% | 16% | 45% | 16% | 4% | 2% | 17% |
| | 2000 | 51% | 11% | 40% | 21% | 6% | 1% | 20% |

Residents also continue to view San Jose libraries as extremely accessible. A total of 84 percent of those polled describe the public library system as “easily accessible” in their neighborhood, a proportion virtually unchanged from 2001. Just nine percent say that the library system is “not easily accessible.”

2.4 TRAFFIC IN SAN JOSE

As discussed in Section 1 above, residents have come to see traffic congestion as a much lower priority for City government to address over the course of the last several years. Residents have also grown far less concerned about the negative impacts of traffic since 2001, as shown by responses to questions asking respondents to evaluate the acceptability of various kinds of traffic flow (illustrated in **Figure 12** below). The wording of the questions changed slightly between 2001 and 2003 (in 2000 and 2001, the questions referred to “traffic in your neighborhood” and made reference to “rush hour” traffic rather than “traffic during your commute”), so the results are not necessarily directly comparable. Nevertheless, there is clearly a pattern of decreasing concern about traffic flow on various thoroughfares in the City of San Jose.

FIGURE 12:
Acceptability of Traffic Flow, 2000 Through 2003*



* Question wording was modified between 2001 and 2003; 2003 wording shown

The change is most striking in the area of traffic flow on local freeways and expressways. While more than seven out of ten respondents labeled such traffic flow as “unacceptable” in 2000, this year respondents are evenly divided between those who find freeway traffic during their commute “acceptable” and “unacceptable.”

In addition to questions about traffic flow, survey respondents were also asked to evaluate how safe they thought traffic conditions were when using three different modes of transportation: driving, bicycling, and walking. As **Figure 13** makes clear, three-quarters or more of local residents feel that traffic conditions are safe when they are walking or driving on San Jose streets. And although more than one out of four residents (28 percent) say they do not know enough to offer an opinion, 41 percent of San Jose

residents (representing 57 percent of those offering an opinion) say they feel traffic conditions are safe when bicycling in San Jose.

**FIGURE 13:
Evaluations of the Safety of Traffic Conditions When
Using Different Modes of Transportation**

| Modes of Transportation | Total Safe | Neither | Total Unsafe | DK/NA |
|--------------------------------|-------------------|----------------|---------------------|--------------|
| Driving on San Jose streets | 81% | 7% | 10% | 2% |
| Walking in San Jose | 75% | 7% | 14% | 5% |
| Bicycling in San Jose | 41% | 7% | 24% | 28% |

2.5 RESIDENT SUGGESTIONS FOR IMPROVING CITY SERVICES

Survey respondents were asked, in an open-ended question, to name “the most important thing the City of San Jose can do to improve City services for the people who live and/or work in San Jose.” **Figure 14** on the following page presents the full list of answers that were provided, but the following were some of the broad categories into which the suggestions most often fell:

- **Transportation improvements** – About 21 percent of those polled called for some type of improvement to the City’s transportation system, including reductions in traffic flow, expansion of mass transit, road repairs, or parking improvements. Though suggestions for improving transportation were once mentioned more than suggestions in any other category, transportation-related suggestions were offered less frequently than in 2001 (when they were 28 percent of suggestions) and 2000 (when they were 42 percent).
- **Better communication with the public** – Roughly ten percent of survey respondents asked for some type of improvement in the flow of information between the public and the City, whether in the form of town hall meetings, elimination of automated phone systems, or simply more interaction with neighborhoods. The proportion of suggestions in this category was down from 16 percent in 2001, but was about the same as the nine percent observed in 2000.
- **Crime** – Nine percent of those polled this year asked for more police patrols, neighborhood watch expansion, or general improvements in public safety, up from six percent in 2001.
- **Jobs** – Seven percent of residents surveyed called for efforts to provide jobs or better relations with local businesses.
- **Housing costs and availability** – Six percent asked for action to limit housing prices or assist the homeless. Concern with housing appears to have dropped over the past few years, nine percent of suggestions in 2001 and fourteen percent in 2000 dealt with housing issues.
- **Managing growth/protecting the environment and open space** – Five percent of those surveyed said that they would like the City to do more to manage growth, protect open space, beautify the city, protect the environment, and provide park space, down slightly from eight percent in 2001.

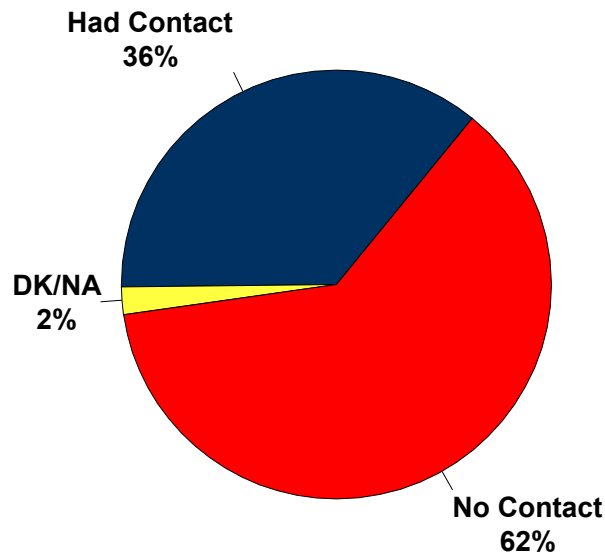
FIGURE 14:
Resident Suggestions for Improving City Services
(Open-End, Responses Grouped)

| Suggestion | % Suggesting |
|---|-------------------------|
| Traffic flow/reduce traffic congestion/improve traffic flow | 10% |
| Mass transit/BART/light rail/ improve bus system | 6% |
| Jobs/better wages | 6% |
| Police patrol more frequently | 5% |
| Housing prices/rent control | 4% |
| Roads (repair/expand) | 4% |
| Improve city services (general) | 4% |
| Youth issues (control gangs, youth activities, day care for children) | 3% |
| Schools (improve, build more) | 3% |
| Town hall meetings/let us know what they're doing/personal interaction with neighborhoods | 3% |
| Nothing/no problems | 3% |
| Beautification/city/neighborhood renovation/cleanup | 2% |
| Improve information resources/ accessibility | 2% |
| Take care of the people/ listen to the people | 2% |
| Assistance for poor/homeless | 2% |
| Infrastructure improvements/street lighting improvements | 2% |
| Plan for growth (housing, traffic patterns, population, etc.) | 1% |
| Hire more help/better employee training/friendlier employees | 1% |
| Environment/air quality improvement/water control improvement | 1% |
| Senior support activities | 1% |
| Eliminate government corruption/special interest influence | 1% |
| Parking improvements | 1% |
| Library improvement/more libraries | 1% |
| Recreation areas/more parks | 1% |
| Better trash collecting | 1% |
| Enforce speed limits/ticket traffic violations | 1% |
| Eliminate automated phone systems | 1% |
| Less bureaucracy/improve efficiency | 1% |
| More friendly to small businesses | 1% |
| Cultural/arts funding/events/activities | 1% |
| Taxes/lower taxes | 1% |
| Racial issues | 1% |
| Neighborhood watch | 1% |
| Everything | 1% |
| Preventing crime | 1% |
| Control budget/spending wisely | 1% |
| Improve safety | 1% |
| Downtown revitalization | 1% |
| Other | 2% |
| DK/NA/Refused | 14% |

PART 3: PUBLIC IMPRESSIONS OF CITY EMPLOYEES AND DEPARTMENTS

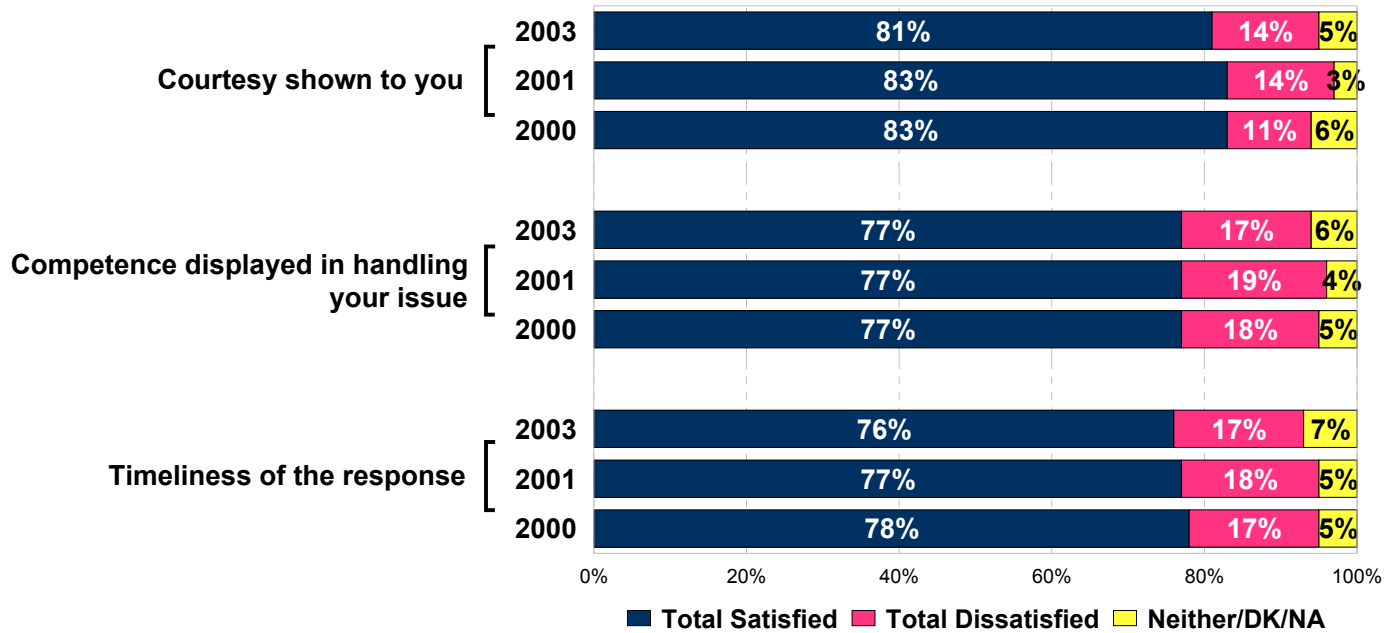
As illustrated in **Figure 15** below, 36 percent of all San Jose residents report having had some contact with a City employee during the past two years. This proportion is slightly higher than that observed in the 2000 and 2001 community surveys, although this year's question did not specifically exclude police officers, which might have contributed to the higher rate of contact. As was the case in both prior community surveys, those most likely to have had contact with City employees include homeowners, whites, registered voters, long-term residents of the city, and men who are college-educated or age 50 and over. Generally, the likelihood of having contact with a City employee tends to increase in tandem with age, education, and income.

FIGURE 15:
Proportion of Residents Having Had Contact with San Jose
City Employees in the Past Two Years



Residents who have dealt with a City employee are overwhelmingly satisfied with the service they have received. As shown in **Figure 16** on the following page, more than three-quarters of those who had contact with the City were “satisfied” with the courtesy, competence, and timeliness of the service they received, proportions that have remained almost unchanged through the three community surveys since 2000. At least two out of five residents surveyed indicated that they were “very satisfied” with each individual aspect of the service they received, and satisfaction with these aspects of the City’s customer service once again cut across all demographic and geographic groups within the San Jose population.

FIGURE 16:
Evaluation of City Employee Performance, 2000 Through 2003
(Among Those Who Had Contact with Employees)

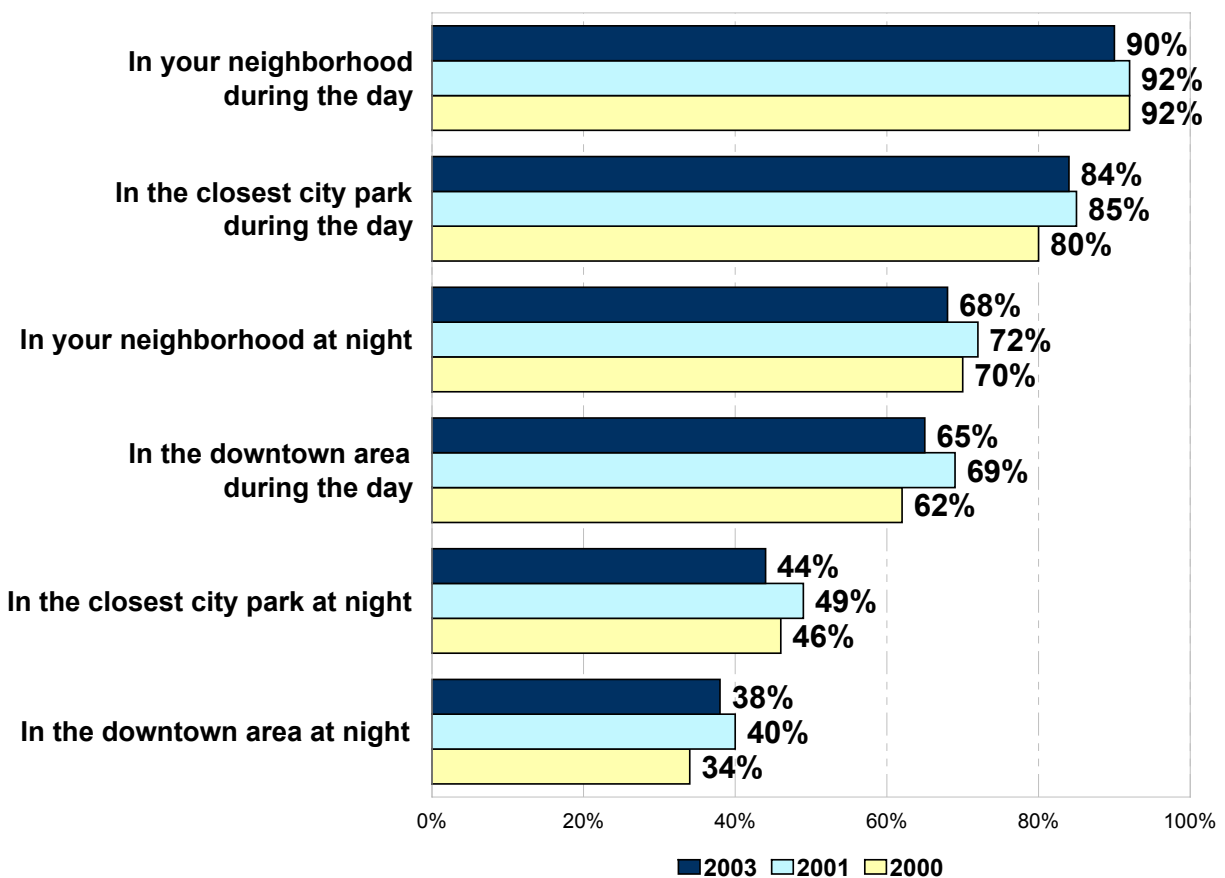


PART 4: VIEWS OF PUBLIC SAFETY IN SAN JOSE

4.1 FEELINGS OF SAFETY

The 2003 survey shows that most residents continue to feel safe in most parts of their community at most times of day. During the day, about two-thirds or more of San Jose residents feel safe walking around in their own neighborhoods (90 percent), in the city park nearest their residence (84 percent), and in the downtown area (65 percent). At night, a 68-percent majority still feel safe walking around their own neighborhood, but only 44 percent feel safe at night in the closest park and 38 percent feel safe at night downtown. As **Figure 17** makes clear, there has been little change in residents' perception of local safety in the three years that the community surveys have been conducted.

FIGURE 17:
**Proportions Who Say They Feel Safe Walking Around at Various
Times and Places in San Jose, 2000 through 2003**

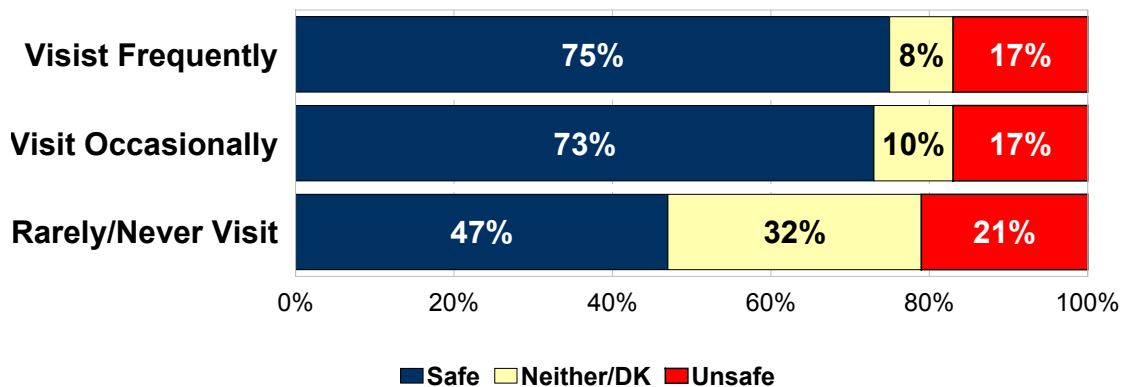


A sizable proportion of residents continue to say that they feel unsafe in the downtown area. During the night 41 percent say they feel unsafe downtown (down from 47 percent in 2001), but even during the day nearly one out of five residents (18 percent) say they feel unsafe downtown – more than twice as many as say they feel unsafe during the day in their neighborhood or the closest city park. Though there are few dramatic demographic differences in the degree to which residents say they feel unsafe downtown,

those somewhat more likely to feel unsafe there during the day include Latinos who are female or over age 50, and residents who identify themselves as homemakers.

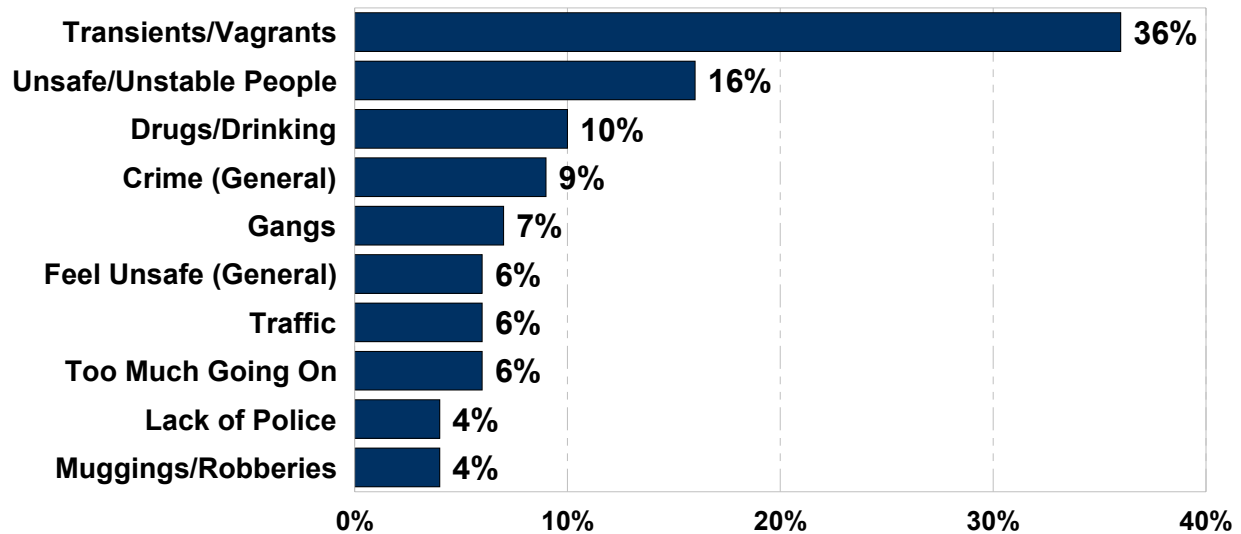
As was the case in last year's survey, respondents who spend a lot of time downtown are far more likely to feel safe there. Survey respondents were asked how often they visited downtown San Jose; a total of 33 percent said they visited frequently, 37 percent visited occasionally, and 30 percent rarely or never visited – proportions almost identical to those observed in 2001. As **Figure 18** illustrates, those residents who visit downtown most frequently are far more likely to perceive it as safe than are those who rarely or never visit. Those who rarely or never visit downtown are just as likely as more frequent visitors to see it as unsafe, but are far less likely to see it as safe (and far more likely to say they don't know enough to offer an opinion). Of course, this finding begs the question of the direction of causation: do residents spend less time downtown because they perceive it as unsafe, or do they perceive downtown as unsafe because they spend little time there? The finding does tell us, however, that those who have the greatest degree of familiarity with the downtown area are far more likely to perceive it as safe.

FIGURE 18:
Feelings of Safety Downtown During the Day,
by Frequency of Visits Downtown



In order to better understand what causes residents to feel unsafe downtown, those who said they felt unsafe downtown during the day (18 percent of all respondents) were asked to explain why in a few words of their own. Their responses are captured in **Figure 19**. More than half of those who feel unsafe downtown cited certain types of people they believe may be found there who lead them to feel unsafe – such as vagrants, transients, “unstable people” or gang members. About one respondent in ten mentioned drinking or drug use, while many others cited a fear of crime – either in general, or robberies and muggings in particular.

FIGURE 19:
Reasons for Feeling Downtown Is Unsafe During the Day
(Open-End, Top Responses, Responses Grouped)



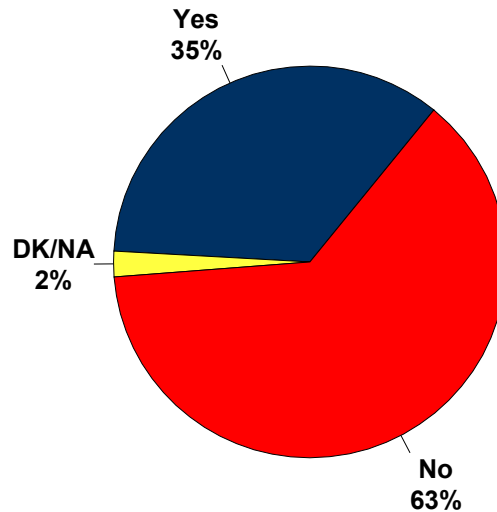
4.2 EVALUATIONS OF THE STREET SMARTS PROGRAM

A new line of inquiry in the 2003 survey assessed residents' reactions to the San Jose Police Department's Street Smarts program. Survey respondents were offered the following description of the program, and were asked if they had heard of it:

"The City of San Jose has embarked upon a traffic safety education campaign called 'Street Smarts,' which is targeted toward addressing driver, pedestrian and bicyclist behavior to improve the safety of San Jose streets. You might have seen posters on buses, transit shelters, or in publications, with slogans such as 'want to meet cops? Drive fast,' 'when you see kids, slow down,' or 'stopping is a part of driving.'"

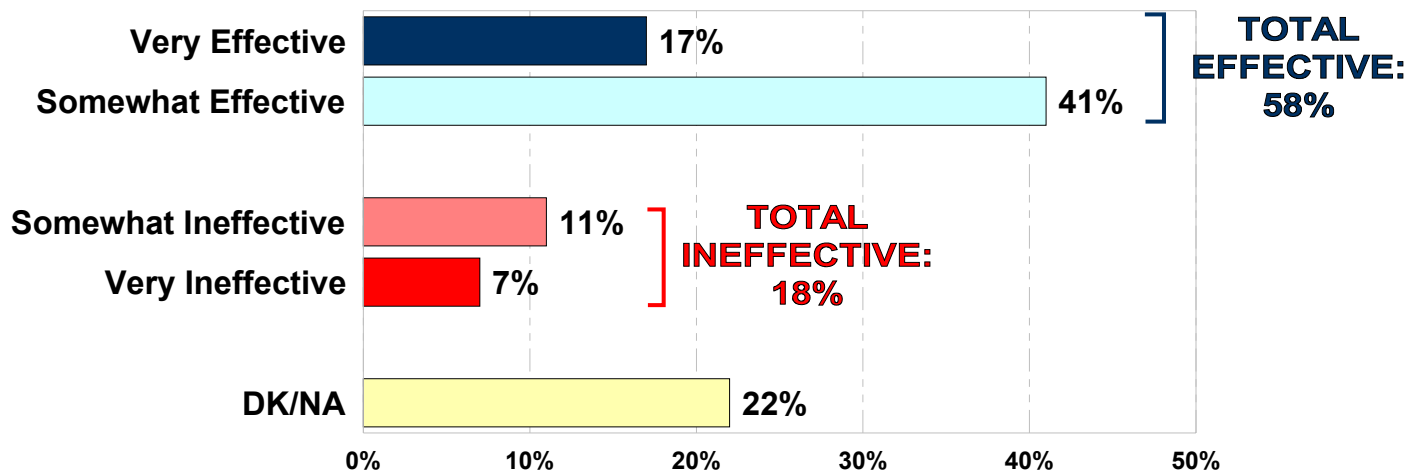
After hearing this description, respondents were asked whether they recalled seeing or hearing anything about the Street Smarts campaign. As illustrated in **Figure 20** on the following page, about one-third of San Jose residents had some recollection of the program. Those with an awareness of the program tended to disproportionately include renters, Latinos, those employed in the City of San Jose, and residents with household incomes under \$30,000.

FIGURE 20:
Proportion of Residents Recalling Information About the Street Smarts Program



Given this description of the program, survey respondents were asked whether they thought the program would be effective in improving driver, pedestrian, and bicyclist behavior. As illustrated in **Figure 21**, nearly three out of five San Jose residents (58 percent) believe that the program will be effective, but the belief is not very strongly held. Fewer than one in five residents (17 percent) say that the program will be “very effective.” On the other hand, only 18 percent of San Jose residents dismiss the program as ineffective. More than one out of five (22 percent) decline to offer an evaluation.

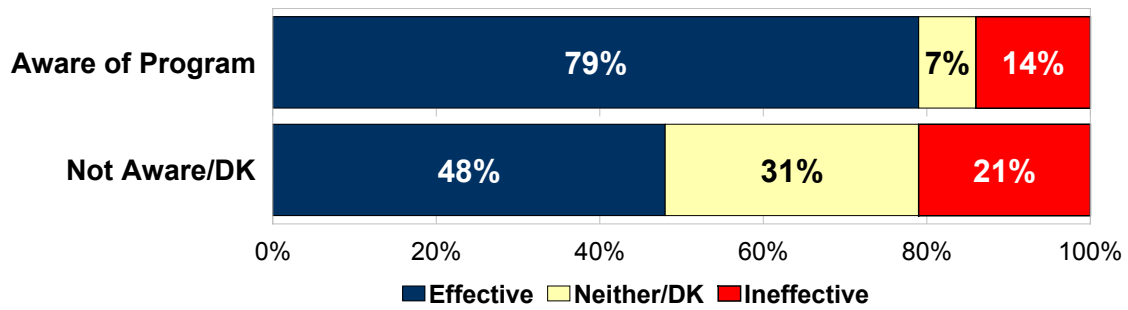
FIGURE 21:
Perceptions of the Effectiveness of the Street Smarts Program in Improving Driver, Bicyclist and Pedestrian Behavior



Those who have the greatest confidence in the effectiveness of Street Smarts include renters, parents, Latinos and residents with a no more than a high school education or household incomes under \$30,000 per year – many of the same groups that had the highest initial awareness of the program. In fact, as shown in **Figure 22**, those who have

some prior awareness of the Street Smarts program are among those most likely to believe that the program will be effective. This finding suggests that as awareness of the program expands, confidence in its effectiveness may increase as well.

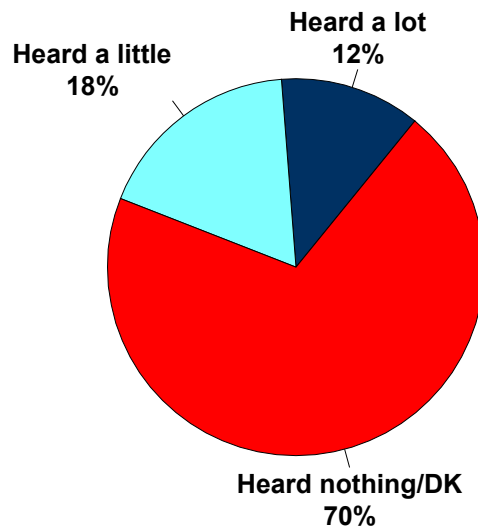
FIGURE 22:
Perceptions of the Effectiveness of the Street Smarts Program,
by Residents' Awareness of the Program



4.3 EVALUATIONS OF THE INDEPENDENT POLICE AUDITOR

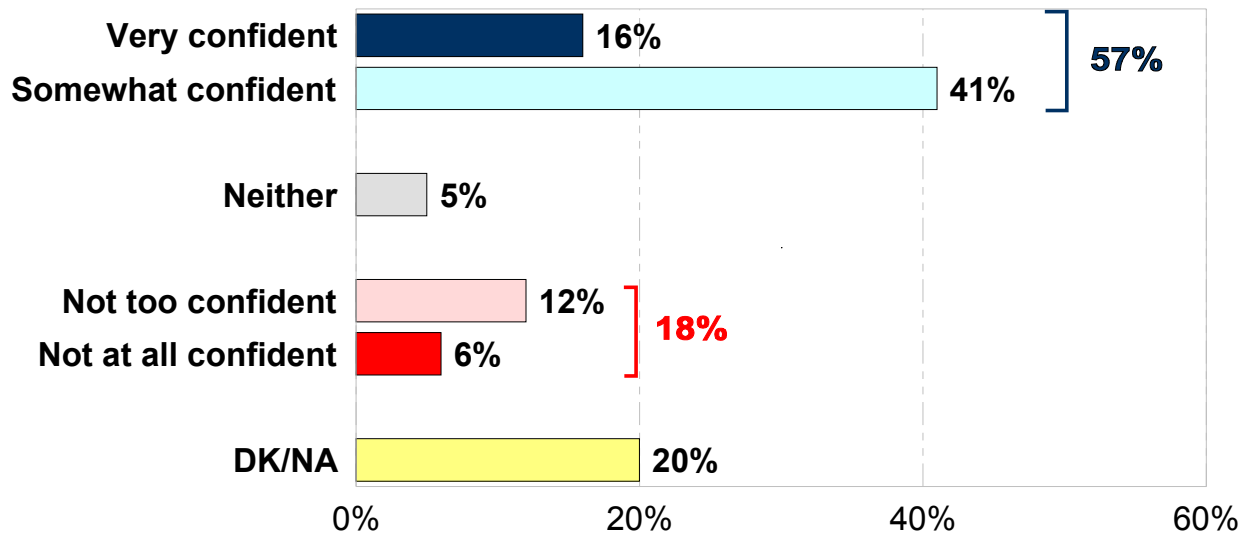
Survey respondents were offered a description of the Independent Police Auditor (IPA) as an office that oversees citizen complaints against San Jose police officers, and were asked whether they had heard anything about the office. As shown in **Figure 23** below, just under one-third of San Jose residents have heard something about the office, including 12 percent who say they have heard “a lot” and 18 percent who have heard “a little.” Those most likely to have heard about the IPA include long-term residents of San Jose (those who have lived in the City for at least 20 years), homeowners, college-educated residents, those age 50 and over, registered voters, and residents who are white or African-American.

FIGURE 23:
Awareness of the Independent Police Auditor



Respondents were then asked how confident they were that the IPA could effectively provide civilian oversight of the Police Department, with the results shown in **Figure 24** on the following page. Nearly three out of five residents said they were confident in the IPA’s effectiveness, while fewer than one in five (18 percent) said that they were not confident. Those who had heard “a lot” about the IPA were even more confident in its effectiveness, with a total of 65 percent saying they had confidence in it, including 34 percent who were “very confident.” Confidence in the IPA also appeared somewhat higher in SNI neighborhoods (61 percent) than in non-SNI neighborhoods (56 percent). Aside from those distinctions, however, confidence in the IPA was fairly consistent across demographic groups within San Jose.

FIGURE 24:
Confidence in the Effectiveness of the Independent Police Auditor



4.4 EMERGENCY PREPAREDNESS

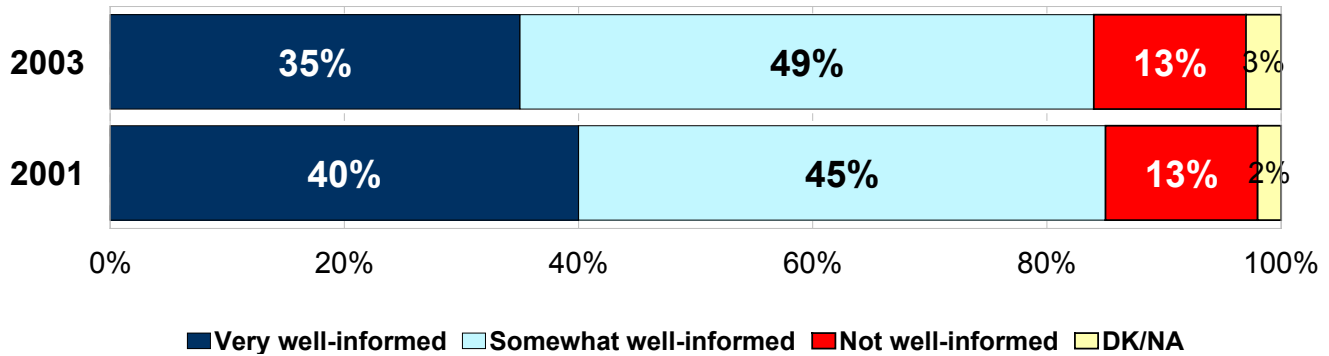
In the 2001 community survey, 77 percent of San Jose residents reported that they had sufficient food, water and medical supplies set aside to sustain their family for 72 hours in the event of a disaster or emergency. To put that assertion to the test, the 2003 survey asked respondents to indicate whether they had made three more specific arrangements to prepare for an emergency, as shown in **Figure 25**. A total of 70 percent of residents say they have a three-day supply of all necessary prescription medications set aside, 65 percent have designated an out-of-area contact person, and 56 percent have sufficient bottled water set aside for all members of their family. Taken together, these results suggest that once residents have a clearer understanding of what they need to do to prepare for an emergency, a greater number realize that they have not taken all of the necessary steps.

FIGURE 25:
Emergency Supplies San Jose Residents Have Set Aside at Their Homes

| Item | Have | Do Not Have | DK/ NA |
|--|------|-------------|--------|
| A three-day supply of prescription medications for each person who needs them | 70% | 25% | 5% |
| The name and phone number of a contact person outside of the San Jose area, whom you have designated in advance as a contact person in case of emergency | 65% | 33% | 2% |
| Three gallons of bottled drinking water for each family member | 56% | 43% | 1% |

At the same time, most San Jose residents continue to describe themselves as well-informed about what they should do during and after an emergency or disaster. As shown in **Figure 26** on the following page, more than four out of five residents say that they are “well-informed” about what to do, with more than one-third describing themselves as “very well-informed.” The proportion rating themselves as “very well-informed” has fallen slightly from 2001, from 40 percent to 35 percent. It is possible that the preceding question in this year’s survey – which clearly lays out some important steps to take in the event of an emergency – may have made some respondents aware of gaps in their knowledge, and may have made them more hesitant to label themselves “very well-informed.”

FIGURE 26:
Degree of Information About Emergency Activities, 2001 and 2003



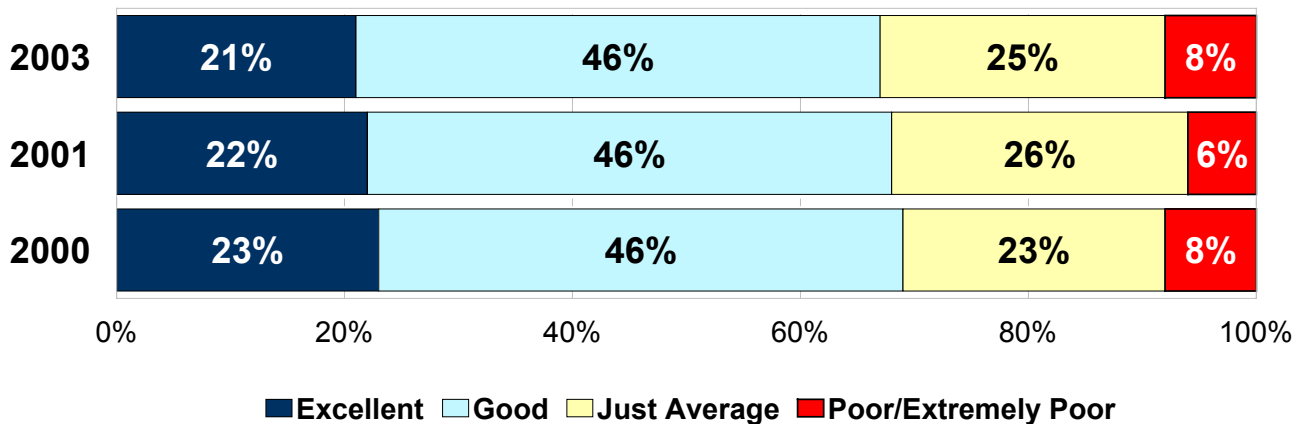
The residents most likely to describe themselves as “very well-informed” about what to do in an emergency include homeowners, retirees, residents age 50 and over (especially men), those with household incomes over \$60,000 per year, long-term residents of San Jose, and college-educated men. Conversely, those most likely to describe themselves as “not well-informed” include renters, those who have lived in San Jose for less than ten years, Asian-Americans, and those with household incomes under \$30,000 per year. Overall, though, the demographic variations in responses to this question were not dramatic.

PART 5: COMMUNITY ENGAGEMENT IN SAN JOSE

5.1 CONDITIONS IN SAN JOSE NEIGHBORHOODS

As has been the case in prior years, San Jose residents are generally pleased with the physical condition of their neighborhoods. Survey respondents were asked to picture their neighborhood, and then rate its “overall physical condition” including “houses and/or apartment buildings, front and back yards, shops, streets and sidewalks.” As shown in **Figure 27** below, two-thirds of survey respondents rated the condition of their neighborhoods as either “excellent” or “good,” and fewer than one in ten rated it as “poor” or “extremely poor.” These proportions have remained virtually unchanged since the baseline survey in 2000.

FIGURE 27:
Respondents’ Evaluation of the Physical Condition of Their Neighborhood,
2000 to 2003



As has been the case in prior years, majorities of nearly every demographic subgroup of the City’s population rate the condition of their neighborhood as “excellent” or “good.” Renters, Latinos, and lower-income residents are less likely to offer strongly positive evaluations than are other segments of the population, but even among these groups the positive evaluations outweigh the negative.

There was, however, a dramatic difference in responses to this question inside and outside the Strong Neighborhoods Initiative areas, as shown in **Figure 28** on the following page. While less than half the residents of SNI neighborhoods (45 percent) rate the condition of their neighborhood as “excellent” or “good,” nearly three-quarters (74 percent) of residents of other parts of the city do so.

FIGURE 28:
Respondents' Evaluation of the Physical Condition of Their Neighborhood,
By SNI Status

| Response | SNI Neighborhoods | Non-SNI Neighborhoods |
|-----------------------------|-------------------|-----------------------|
| Excellent | 12% | 24% |
| Good | 33% | 50% |
| TOTAL EXCELLENT/GOOD | 45% | 74% |
| Just Average | 42% | 21% |
| Poor | 9% | 5% |
| Extremely Poor | 3% | 0% |
| DK/NA | 1% | 0% |

Survey respondents were also asked whether they believe that people in their neighborhood “share a sense of local community pride” or “do not care much about the local community.” As shown in **Figure 29** below, more than three out of five residents (63 percent) say that people in their neighborhood share a sense of community pride, while less than one in three (29 percent) say that their neighbors do not care about the community. Again, responses to this question have not changed significantly since 2000.

FIGURE 29:
Residents' Estimate of Their Neighbors' Community Pride, 2000 through 2003

| Response | 2000 | 2001 | 2003 | Change |
|--------------------------|------------|------------|------------|------------|
| Definitely have pride | 33% | 37% | 34% | +1% |
| Probably have pride | 33% | 32% | 29% | -4% |
| TOTAL HAVE PRIDE | 66% | 69% | 63% | -3% |
| Definitely do not care | 8% | 9% | 10% | +2% |
| Probably do not care | 19% | 16% | 19% | 0% |
| TOTAL DO NOT CARE | 27% | 25% | 29% | +1% |
| DON'T KNOW | 7% | 6% | 9% | +2% |

Residents' sense of their neighbors' community pride tends to increase with the amount of time they have lived in San Jose. Renters, Latinos under age 50, Asian-Americans, lower-income residents, and residents under age 30 are somewhat less likely than others to believe that their neighbors share a sense of community pride, although in each case a majority still hold that belief. A majority of residents of SNI neighborhoods say that people in their community have pride in their neighborhood (54 percent), although in a smaller proportion than residents in other parts of the City (64 percent). But again, even in SNI neighborhoods a majority of residents still believe that their neighbors share a sense of community pride.

Over time, San Jose residents have become more and more likely to believe that the condition of their neighborhood is improving. As shown in **Figure 30** below, nearly half of San Jose residents (47 percent) say that the physical condition of their neighborhood has gotten better over the past two years, while only twelve percent think it has gotten worse. About two residents in five (41 percent) think that things have stayed about the same. The sense of optimism among San Jose residents about the condition of their neighborhood has been growing over time: since 2000, there has been a noteworthy eight percent increase in the proportion of local residents who think that the condition of their neighborhood has shown recent improvement.

FIGURE 30:
Perception of Recent Change in Neighborhood's Physical Condition,
2000 Through 2003

| Response | 2000 | 2001 | 2003 | Change |
|--------------------------|------------|------------|------------|------------|
| Much Better | 11% | 13% | 16% | +5% |
| Somewhat Better | 28% | 30% | 31% | +3% |
| TOTAL BETTER | 39% | 43% | 47% | +8% |
| | | | | |
| ABOUT THE SAME/DK | 46% | 43% | 41% | -5% |
| | | | | |
| Much Worse | 3% | 4% | 4% | +1% |
| Somewhat Worse | 12% | 10% | 8% | -4% |
| TOTAL WORSE | 15% | 14% | 12% | -3% |

** 2000 and 2001 surveys asked about the "past year;" 2003 survey asked about the "past two years"*

Pluralities or majorities of most demographic and geographic subsets of the San Jose population say that they believe that the physical condition of their neighborhood has improved in the past two years. Interestingly, this is even more true of residents of SNI neighborhoods than of residents of other parts of the City. As shown in **Figure 31**, a 52-percent majority of SNI residents say that the condition of their neighborhood has improved in the past year, versus 47 percent of residents of other parts of San Jose. While residents of SNI neighborhoods are less likely than others to say that their neighborhoods are in "excellent" or "good" physical condition, they are more likely than others to believe that conditions are improving.

FIGURE 31:
Respondents' Evaluation of Changes in Their Neighborhood's Physical Condition
In the Past Two Years, by SNI Status

| Response | SNI Neighborhoods | Non-SNI Neighborhoods |
|--------------------------|------------------------------|----------------------------------|
| Much Better | 15% | 15% |
| Somewhat Better | 37% | 32% |
| TOTAL BETTER | 52% | 47% |
| | | |
| ABOUT THE SAME/DK | 33% | 43% |
| | | |
| Much Worse | 7% | 2% |
| Somewhat Worse | 8% | 8% |
| TOTAL WORSE | 15% | 10% |

5.2 CONDITION OF PUBLIC FACILITIES

As **Figure 32** illustrates, San Jose residents continue to be pleased with the overall condition of the City's public buildings. As they have in each of the prior survey years, a majority of residents rated the condition of each facility as "excellent" or "good." Public assessments of the condition of public libraries showed a significant improvement for the second year in a row; 74 percent of residents now rate the condition of San Jose's libraries as "excellent" or "good," up from 68 percent in 2001 and 60 percent in 2000. Ratings of the physical condition of most other public facilities remained essentially unchanged from 2001, although there was a slight decline in the proportion rating the condition of government offices as "excellent" or "good" (from 60 percent in 2001 to 54 percent in 2003).

FIGURE 32:
Perceived Condition of Public Facilities in San Jose, 2000 Through 2003

| Facility | Year | TOTAL EXC./ GOOD | Exc. | Good | Just Avg. | Poor | Ext. Poor | DK/NA |
|--|------|------------------------|------|------|--------------|------|--------------|-------|
| Public library buildings | 2003 | 74% | 22% | 52% | 15% | 4% | 0% | 6% |
| | 2001 | 68% | 18% | 50% | 21% | 4% | 0% | 6% |
| | 2000 | 60% | 13% | 47% | 26% | 6% | 1% | 8% |
| City parks | 2003 | 71% | 17% | 54% | 22% | 3% | 0% | 4% |
| | 2001 | 70% | 16% | 54% | 22% | 4% | 0% | 3% |
| | 2000 | 67% | 11% | 56% | 23% | 5% | 0% | 4% |
| Cultural facilities such as public theaters and museums | 2003 | 68% | 18% | 50% | 17% | 4% | 0% | 10% |
| | 2001 | 71% | 21% | 50% | 17% | 3% | 1% | 9% |
| | 2000 | 68% | 17% | 51% | 19% | 4% | 1% | 9% |
| Government offices | 2003 | 54% | 12% | 42% | 20% | 3% | 1% | 22% |
| | 2001 | 60% | 11% | 49% | 21% | 3% | 1% | 16% |
| | 2000 | 51% | 8% | 43% | 27% | 3% | 0% | 18% |
| Community centers | 2003 | 53% | 10% | 43% | 22% | 4% | 0% | 21% |
| | 2001 | 54% | 11% | 43% | 23% | 3% | 1% | 19% |
| | 2000 | 47% | 8% | 39% | 29% | 5% | 1% | 18% |

5.3 ACCESSIBILITY OF PUBLIC AMENITIES

Survey respondents were also asked to evaluate the accessibility of a variety of local amenities, both public and private, as illustrated in **Figure 33** below. Residents continue to rate commercial establishments – including consumer services, restaurants, and retail shopping – as being the most accessible amenities in their area. City parks, shopping centers, libraries, schools, downtown and public transit are also seen as highly accessible. More than two-thirds of survey respondents also rated the HP Pavilion Arena – added to this year’s survey for the first time – as being accessible to the public.

FIGURE 33:
Resident Evaluations of Access to Public Amenities

| Amenity | TOTAL ACCESS. | Very Access. | SW Access. | SW Inaccess. | Very Inaccess. | Neither/ DK |
|---|---------------|--------------|------------|--------------|----------------|-------------|
| Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores | 92% | 65% | 27% | 4% | 1% | 4% |
| City parks | 91% | 60% | 31% | 3% | 1% | 4% |
| Major shopping centers and malls | 86% | 54% | 32% | 6% | 2% | 6% |
| The City’s public library system | 84% | 53% | 31% | 7% | 2% | 6% |
| Local public schools | 84% | 51% | 33% | 4% | 1% | 10% |
| Downtown San José | 78% | 40% | 38% | 9% | 3% | 10% |
| Public transit | 77% | 45% | 32% | 10% | 3% | 10% |
| San José International Airport | 74% | 37% | 37% | 14% | 5% | 6% |
| Local trails and natural areas | 71% | 37% | 34% | 10% | 5% | 14% |
| The H-P Pavilion Arena | 71% | 37% | 34% | 8% | 2% | 19% |
| City recreation services | 64% | 28% | 36% | 9% | 2% | 25% |

There has been no significant change in public perceptions of the accessibility of these amenities between 2000 and 2003 (as shown in **Figure 34**), with one exception: between 2000 and 2001 there was an eleven-point increase in perceptions of the Airport’s accessibility (from 62 percent to 73 percent). That increase held firm in the 2003 survey.

FIGURE 34:
Changes in the Perceived Accessibility of Public Amenities, 2000 Through 2003

| Amenity | 2003 | 2001 | 2000 | 3-Year Change |
|---|------|------|------|---------------|
| San Jose International Airport | 74% | 73% | 62% | +12% |
| Local trails and natural areas | 71% | 69% | 65% | +6% |
| The City’s public library system | 84% | 85% | 81% | +3% |
| Local public schools | 84% | 83% | 81% | +3% |
| City parks | 91% | 90% | 89% | +2% |
| City recreation services | 64% | 66% | 63% | +1% |
| Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores | 92% | 92% | 92% | 0% |
| Downtown San Jose | 78% | 78% | -- | 0% |
| Public transit | 77% | 80% | 79% | -2% |

5.4 PARTICIPATION IN VOLUNTEER ACTIVITIES

A pair of questions were added to this year's survey to assess residents' participation in volunteer activities. As shown in **Figure 35** below, roughly one-third of San Jose residents say that they have volunteered time to "any type of community or government organization in San Jose."

FIGURE 35:
Participation in Community or Government Volunteer Activities in
San Jose in the Past Year

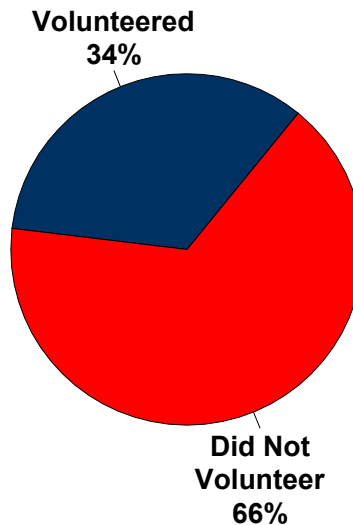


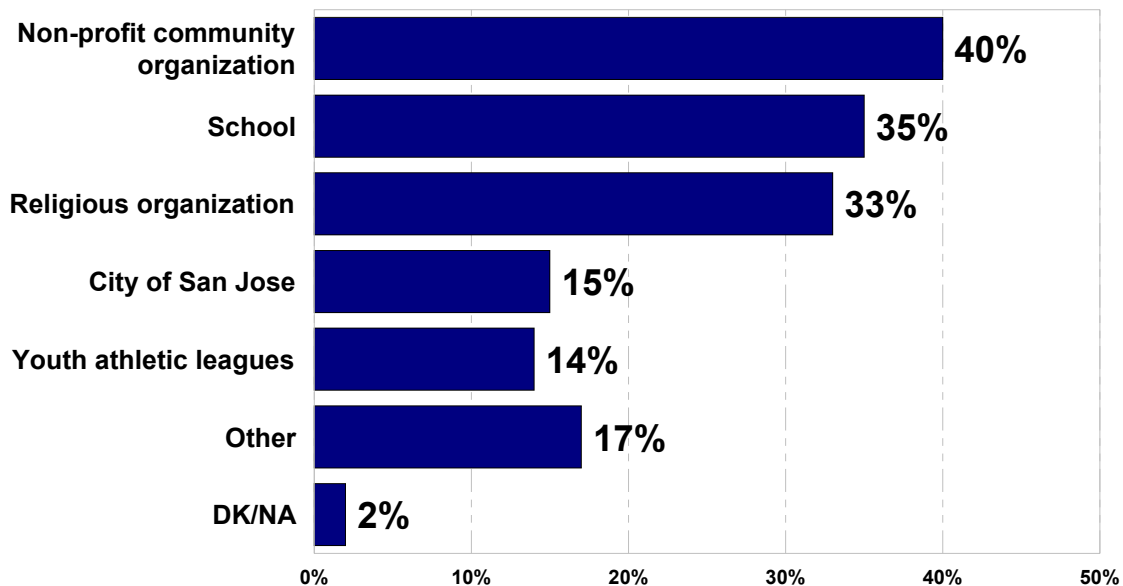
Figure 36 on the following page highlights the demographic subsets of the San Jose population with the highest rates of participation in volunteer activities. Rates of participation in volunteer activities are generally greatest among parents, homeowners, college graduates, upper-income households, and residents who have lived in San Jose for twenty years or more. Women – particularly those with a college education – are more likely to have volunteered their time than are men. Residents of SNI neighborhoods volunteered at a lower rate (29 percent) than did residents of non-SNI neighborhoods (36 percent).

FIGURE 36:
Subsets of the San Jose Population with the Highest Rates of Volunteerism

| Group | % Volunteered in the Past Year |
|---|--------------------------------|
| ALL RESIDENTS | 34% |
| College-educated women | 49% |
| African-Americans | 46% |
| College-educated residents | 41% |
| White women | 41% |
| Lived in San Jose 20+ years | 40% |
| Parents | 40% |
| Women under age 50 | 40% |
| Household income over \$60,000 per year | 40% |
| Homeowners | 39% |

As shown in **Figure 37**, those residents who had volunteered were most likely to report having given their time to a non-profit community organization (40 percent), school (35 percent), or religious organization (33 percent). About 15 percent of those who had volunteered (or five percent of all San Jose residents) said they have volunteered time to the City of San Jose in some capacity. Those most likely to report having volunteered for the City include Latinos (among whom 24 percent of volunteers said they had given time to the City), those with household incomes under \$30,000 per year (24 percent), residents under age 30 (22 percent), and women age 50 and over (22 percent).

FIGURE 37:
Types of Organizations for Which Residents Volunteered
*(Asked Only Among Those Who Volunteered in the Past Year;
Multiple Responses Accepted)*



APPENDIX A:
TOPLINE SURVEY RESULTS

Interviewer _____ Station _____

Time Began _____ Time Finished _____ Total Time _____

2003 CITY OF SAN JOSÉ COMMUNITY SURVEY
320-204 WT
N=1000

Hello, I'm _____ from FMA, a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of San José. **(IF RESPONDENT REPLIES IN SPANISH OR VIETNAMESE, OR DESIRES TO SPEAK ONE OF THESE LANGUAGES, FOLLOW THE ESTABLISHED PROCEDURE FOR HANDING OFF TO AN INTERVIEWER WHO SPEAKS THE APPROPRIATE LANGUAGE.)** We are definitely not trying to sell anything, and we are only interested in your opinions. May I speak with the youngest adult in the household who is 18 years of age or older? **(IF NOT AVAILABLE, ASK:)** "May I speak to another adult in the household?"

1. I will not need to know your exact address, but in order to help me verify that you live within the boundaries of our interviewing area, could you please tell me what the ZIP code is for your current residence?

(RECORD ZIP CODE) _____

2. Do you live in the City of San José or in some other city?

San José----- 100%
All other responses-----**TERMINATE**
(DON'T KNOW/NA)-----**TERMINATE**

3. Generally speaking, how would you rate San José as a place to live: is it an excellent place to live, a good place to live, just average, poor, or an extremely poor place to live?

Excellent----- 25%
Good ----- 50%
Just average ----- 20%
Poor ----- 4%
Extremely poor ----- 1%
(DON'T KNOW/NA)----- 1%

4. Next, what do you think is the most serious issue facing the residents of San José that you would like to see City government do something about? **(DO NOT READ OPTIONS-- OPEN-END)**

| | |
|---|-----|
| Traffic congestion----- | 13% |
| Housing costs/affordable housing----- | 9% |
| Jobs/keeping businesses----- | 9% |
| Education/public schools----- | 9% |
| Crime ----- | 9% |
| Street maintenance ----- | 4% |
| Homelessness ----- | 3% |
| Public transportation/buses/rail----- | 3% |
| Cost of living ----- | 3% |
| Gangs/violence ----- | 3% |
| Overcrowding/overpopulation----- | 2% |
| Taxes----- | 2% |
| Public recreation----- | 2% |
| Government waste/inefficiency ----- | 2% |
| Drugs----- | 1% |
| Environment/pollution----- | 1% |
| Growth and development----- | 1% |
| Housing – repair or condition----- | 1% |
| Parking----- | 1% |
| Immigration issues ----- | 1% |
| Revitalizing downtown----- | 1% |
| Revitalizing neighborhoods----- | 1% |
| Speeding/unsafe traffic conditions----- | 1% |
| City services/programs ----- | 1% |
| Senior/elderly issues ----- | 1% |
| Economy ----- | 1% |
| Police department ----- | 1% |
| Racism----- | 1% |
| (DK/NA) ----- | 12% |
| (OTHER) (SPECIFY) _____ | 1% |

5. Next, I would like you to picture in your mind the neighborhood in San José where you live. Would you say that the overall physical condition of your neighborhood – that is, the physical condition of the houses and/or apartment buildings, front and back yards, shops, streets and sidewalks – is generally
(READ RESPONSES)

| | |
|---------------------------|-----|
| Excellent----- | 21% |
| Good ----- | 46% |
| Just average ----- | 25% |
| Poor, or ----- | 6% |
| Extremely poor ----- | 1% |
| (DON'T KNOW) ----- | 0% |
| (NO ANSWER) ----- | 0% |

6. Thinking again about your neighborhood, would you say the physical condition of your neighborhood has gotten better or worse over the two years? **(IF BETTER/WORSE, ASK: Is that much BETTER / WORSE or just somewhat?)**

| | |
|-------------------------------|-----|
| Much better ----- | 16% |
| Somewhat better----- | 31% |
| (ABOUT THE SAME) ----- | 37% |
| Somewhat worse ----- | 8% |
| Much worse ----- | 4% |
| (DON'T KNOW) ----- | 3% |
| (NO ANSWER) ----- | 1% |

7. Next, would you say that most people in the neighborhood in which you live share a sense of local community pride, or would you say most people in your neighborhood do not care much about the local community? **(IF HAVE PRIDE/NOT CARE, ASK: “Is that definitely or just probably?”)**

| | |
|------------------------------|-----|
| Definitely have pride----- | 34% |
| Probably have pride----- | 29% |
| Probably do not care ----- | 19% |
| Definitely do not care----- | 10% |
| (DON'T KNOW/NA) ----- | 9% |

8. Still keeping the focus on the San José neighborhood where you live, I am going to mention some items that have an effect on a neighborhood's overall quality of life. After I read each one, please tell me whether you would rate that particular item in your neighborhood as excellent, good, just average, poor, or extremely poor. Here is the first one...(ROTATE START)

| | | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST AVERAGE</u> | <u>POOR</u> | <u>EXT. POOR</u> | <u>DK/ NO OP.</u> |
|-------|--|----------------|-------------|-------------------------|-------------|----------------------|-----------------------|
| []a. | The quality of the air ----- | 9% | 51% | 30% | 8% | 1% | 1% |
| []b. | The appearance of local parks in or near your neighborhood----- | 19% | 53% | 18% | 6% | 1% | 4% |
| []c. | The physical attractiveness of commercial buildings ----- | 9% | 45% | 31% | 9% | 1% | 6% |
| []d. | The condition of your neighborhood's streets----- | 11% | 45% | 30% | 11% | 2% | 1% |
| []e. | The physical attractiveness of residences and residential property ----- | 16% | 50% | 26% | 7% | 1% | 1% |
| []f. | The adequacy of street lighting ----- | 12% | 48% | 23% | 12% | 3% | 2% |
| []g. | The physical condition of trees along your neighborhood's streets ----- | 14% | 52% | 22% | 9% | 2% | 1% |
| []h. | The physical condition of landscaping on street medians and other public areas in or near your neighborhood----- | 11% | 49% | 27% | 9% | 1% | 2% |
| []i. | The safety of pedestrians crossing streets in your neighborhood ----- | 11% | 45% | 25% | 13% | 4% | 1% |
| []j. | The availability and variety of arts and cultural offerings in or near your neighborhood----- | 8% | 31% | 27% | 21% | 4% | 9% |
| []k. | The condition of City sidewalks ----- | 9% | 47% | 30% | 10% | 1% | 2% |

9. Next, let me ask you about another subject. During the past year, have you volunteered your time to any type of community or government organization in San Jose?

Yes ----- (ASK Q10)--34%
 No ----- (SKIP TO Q11)--66%
 (DON'T KNOW) -----(SKIP TO Q11)--0%

(ASK Q10 ONLY IF "YES" IN Q9)

10. During the past year, did you volunteer your time to any of the following types of organizations: **(READ LIST AND ACCEPT MULTIPLE RESPONSES)**

The City of San Jose; ----- 15%
 A religious organization; ----- 33%
 A non-profit community organization; ----- 40%
 A school; ----- 35%
 Athletic leagues for young people, such
 as A-Y-S-O or Little League Baseball ----- 14%
 Another civic or community organization **(SPECIFY)**
 ----- 17%
 (DON'T KNOW)-----2%

(RESUME ASKING ALL RESPONDENTS)

11. Now I am going to mention different types of traffic in and around the City of San José. After I read each one, please tell me whether you consider that type of traffic to be moving at an acceptable or unacceptable pace. **(IF ACCEPTABLE/UNACCEPTABLE, ASK: Is that completely ACCEPTABLE/UNACCEPTABLE or just somewhat?)**

| | <u>COMP.</u> <u>ACCEPT.</u> | <u>SMWHT</u> <u>UNACCEPT.</u> | <u>(DON'T</u> <u>READ)</u> <u>NEITHER</u> | <u>SMWHT</u> <u>UNACCEPT.</u> | <u>COMP.</u> <u>UNACCEPT.</u> | <u>DK/</u> <u>NO</u> <u>OPIN.</u> |
|--|--------------------------------|----------------------------------|---|----------------------------------|----------------------------------|---|
| []a. Traffic impacts in your neighborhood----- | 39% | 36% | 2% | 13% | 7% | 2% |
| []b. Traffic flow on city streets during your commute----- | 23% | 36% | 4% | 18% | 13% | 6% |
| []c. Traffic flow on local freeways and expressways during your commute---- | 17% | 29% | 2% | 24% | 22% | 6% |

| |
|---|
| <p align="center">NOW I WOULD LIKE TO ASK YOU ABOUT SOME OF THE SERVICES SAN JOSÉ'S CITY GOVERNMENT PROVIDES TO ITS RESIDENTS.</p> |
|---|

12. First, thinking about the overall quality of the services provided by the City of San José, would you say that you are..? **(READ LIST)**

| | |
|--|-----|
| Very satisfied ----- | 19% |
| Somewhat satisfied----- | 54% |
| Neither satisfied nor dissatisfied ----- | 12% |
| Somewhat dissatisfied, or ----- | 9% |
| Very dissatisfied----- | 4% |
| (DON'T KNOW/NA) ----- | 3% |

13. Now let me ask you about some specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

| | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u> <u>AVG.</u> | <u>POOR</u> | <u>EXT.</u> <u>POOR</u> | <u>DK/</u> <u>NO OP.</u> |
|---|----------------|-------------|----------------------------|-------------|----------------------------|-----------------------------|
| []a. Showing people how to conserve water ----- | 12% | 34% | 25% | 15% | 2% | 12% |
| []b. Managing city government finances ----- | 3% | 17% | 28% | 20% | 7% | 25% |
| []c. Providing recreation opportunities and programs at city parks and recreation centers----- | 9% | 38% | 26% | 12% | 2% | 13% |
| []d. Maintaining public parks in good physical condition ----- | 15% | 51% | 25% | 5% | 1% | 4% |
| []e. Providing police protection in your neighborhood----- | 21% | 44% | 23% | 6% | 2% | 4% |
| []f. Protecting the City's drinking water from contamination ----- | 9% | 33% | 20% | 8% | 1% | 28% |
| []g. Repairing and maintaining the sanitary sewer system ----- | 9% | 40% | 22% | 5% | 1% | 23% |
| []h. Repairing and maintaining the storm drainage system ----- | 9% | 42% | 24% | 8% | 2% | 15% |

| | | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u> <u>AVG.</u> | <u>POOR</u> | <u>EXT.</u> <u>POOR</u> | <u>DK/</u> <u>NO OP.</u> |
|-------|---|----------------|-------------|----------------------------|-------------|----------------------------|-----------------------------|
| []i. | Providing public library services ----- | 23% | 48% | 16% | 5% | 1% | 7% |
| []j. | Providing after-school programs for young people ----- | 10% | 25% | 19% | 11% | 3% | 32% |
| []k. | Providing an adequate number and variety of outdoor special events ----- | 10% | 36% | 25% | 9% | 2% | 18% |
| []l. | Protecting open space in San José ----- | 6% | 31% | 26% | 13% | 6% | 17% |

14. Now let me ask you about a few more of the specific services provided by San José's City government. After I mention each one, please tell me how you would rate the job being done by the City in providing that service. Is it excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

| | | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u> <u>AVERAGE</u> | <u>POOR</u> | <u>EXT.</u> <u>POOR</u> | <u>DK/</u> <u>NO OP.</u> |
|-------|---|----------------|-------------|-------------------------------|-------------|----------------------------|-----------------------------|
| []m. | Providing programs to help seniors that live on their own ----- | 8% | 25% | 19% | 9% | 3% | 36% |
| []n. | Removing graffiti from buildings ----- | 15% | 43% | 23% | 8% | 2% | 10% |
| []o. | Supporting a diverse range of arts and cultural activities ----- | 14% | 39% | 26% | 8% | 1% | 12% |
| []p. | Providing bicycle lanes and paths ----- | 13% | 51% | 20% | 9% | 1% | 6% |
| []q. | Enforcing building and safety codes to protect public health and safety ----- | 11% | 42% | 21% | 6% | 1% | 19% |
| []r. | Providing fire prevention and protection ----- | 15% | 53% | 19% | 3% | 0% | 9% |
| []s. | Attracting new business and residential development for run-down areas of the city ----- | 8% | 27% | 27% | 15% | 3% | 19% |
| []t. | Keeping schools safe ----- | 10% | 40% | 25% | 10% | 1% | 14% |
| []u. | Redeveloping downtown San José as an attractive and economically viable city center ----- | 15% | 37% | 25% | 11% | 5% | 8% |
| []v. | Planning for San Jose's future growth ----- | 8% | 36% | 25% | 10% | 3% | 18% |
| []w. | Enforcing traffic laws to protect the safety of drivers, bikers, and pedestrians ----- | 12% | 44% | 27% | 11% | 3% | 5% |
| []x. | Enhancing public spaces with public art ----- | 7% | 31% | 29% | 13% | 1% | 19% |
| []y. | Encouraging the development of child care programs ----- | 6% | 28% | 21% | 9% | 2% | 33% |

15. Now let me ask you to rate the physical condition of some of San José's public facilities. After I mention a particular facility, please tell me whether you would rate its condition as excellent, good, just average, poor, or extremely poor? If you have no opinion or don't know about a facility I mention to you, you can tell me that too. Here is the first one... **(ROTATE START)**

| | | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST</u> <u>AVERAGE</u> | <u>POOR</u> | <u>EXT.</u> <u>POOR</u> | <u>DK/</u> <u>NO OP.</u> |
|-------|--|----------------|-------------|-------------------------------|-------------|----------------------------|-----------------------------|
| []a. | City parks ----- | 17% | 54% | 22% | 3% | 0% | 4% |
| []b. | Public library buildings ----- | 22% | 52% | 15% | 4% | 0% | 6% |
| []c. | Community centers ----- | 10% | 43% | 22% | 4% | 0% | 21% |
| []d. | Government offices ----- | 12% | 42% | 20% | 3% | 1% | 22% |
| []e. | Cultural facilities such as public theaters and museums ----- | 18% | 50% | 17% | 4% | 0% | 10% |

16. Now I would like to return your attention to your own particular San José neighborhood. Please tell me whether each of the following public or private facilities or services is easily accessible or not to people living in your neighborhood. **(IF EASILY ACCESSIBLE, ASK: "Is that very accessible or just somewhat?") (IF NOT ACCESSIBLE, ASK: "Is that not too or not at all accessible?")** If you have no opinion or don't know about the accessibility of the facility or service I mention, you can tell me that too. Here is the first one... **(ROTATE START)**

| | | <u>VERY EASILY ACCESS.</u> | <u>SMWHT. EASILY ACCESS.</u> | <u>(DON'T READ) NEITHER</u> | <u>NOT TOO EASILY ACCESS.</u> | <u>NOT AT ALL ACCESS.</u> | <u>DK/ NO OPIN.</u> |
|-------|--|------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|-----------------------------------|-----------------------------|
| []a. | The City's public library system----- | 53% | 31% | 1% | 7% | 2% | 5% |
| []b. | City parks----- | 60% | 31% | 1% | 3% | 1% | 3% |
| []c. | Local trails and natural areas----- | 37% | 34% | 3% | 10% | 5% | 11% |
| []d. | Public transit----- | 45% | 32% | 3% | 10% | 3% | 7% |
| []e. | Local public schools----- | 51% | 33% | 2% | 4% | 1% | 8% |
| []f. | San José International Airport----- | 37% | 37% | 3% | 14% | 5% | 3% |
| []g. | City recreation services----- | 28% | 36% | 4% | 9% | 2% | 21% |
| []h. | Basic consumer services like restaurants, retail stores, groceries, dry cleaning, and drug stores----- | 65% | 27% | 2% | 4% | 1% | 2% |
| []i. | Downtown San José----- | 40% | 38% | 3% | 9% | 3% | 7% |
| []j. | Major shopping centers and malls----- | 54% | 32% | 3% | 6% | 2% | 3% |
| []k. | The H-P Pavilion Arena----- | 37% | 34% | 3% | 8% | 2% | 16% |

17. How often would you say that you visit downtown San José; frequently, occasionally, rarely, or never?

| | |
|--------------------------------|-----------|
| Frequently----- | 33% |
| Occasionally----- | 37% |
| Rarely----- | 25% |
| Never----- | 5% |
| (DON'T READ) DK/NA----- | 0% |

| |
|---|
| MY NEXT QUESTIONS ARE ABOUT SAN JOSÉ'S CITY PUBLIC LIBRARY SYSTEM. |
|---|

18. First, I am going to mention different aspects of the City of San José's Public Library system. After I read each one, please tell me whether you would rate that aspect of the Library System's operations as excellent, good, just average, poor or extremely poor. If you have no opinion or don't know, you can tell me that too. Here is the first one... **(ROTATE START)**

| | | <u>EXCELL.</u> | <u>GOOD</u> | <u>JUST AVERAGE</u> | <u>POOR</u> | <u>EXT. POOR</u> | <u>DK/ NO OP.</u> |
|-------|---|----------------|-------------|-------------------------|-------------|----------------------|-----------------------|
| []a. | The hours local branch libraries are open----- | 15% | 43% | 19% | 5% | 1% | 16% |
| []b. | The availability of books and materials in the library's collection----- | 21% | 39% | 18% | 6% | 1% | 14% |
| []c. | The variety of books and materials in the library's collection----- | 21% | 38% | 18% | 6% | 1% | 15% |

19. In the past year, how many times have you or your family gone to a San Jose Library or used its services online? **(READ LIST)**

Not at all, ----- 19%
 One to six times, ----- 29%
 Seven to twelve times, or ----- 17%
 More than twelve times ----- 33%
(DON'T READ) DK/NA ----- 3%

**NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT
PUBLIC SAFETY IN SAN JOSÉ.**

20. First, can you tell me how safe you feel during the day when walking _____? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?) (READ LIST)**

| | <u>VERY SAFE</u> | <u>SOMEWHAT SAFE</u> | <u>(NEITHER SAFE NOR UNSAFE)</u> | <u>SOMEWHAT UNSAFE</u> | <u>VERY UNSAFE</u> | <u>(DK/ NO OPIN.)</u> |
|---|----------------------|--------------------------|--|----------------------------|------------------------|-------------------------------|
| []a. In your neighborhood ----- | 63% | 27% | 3% | 5% | 2% | 1% |
| []b. In the city park closest to your residence ----- | 49% | 35% | 2% | 5% | 2% | 7% |
| []c. In the Downtown area ----- | 25% | 40% | 6% | 11% | 7% | 10% |

(ASK Q21 IF “UNSAFE” – CODES 4 OR 5 – IN Q20c)

21. In a few words of your own, why do you feel unsafe walking around downtown during the day? **(OPEN END, RECORD VERBATIM RESPONSE BELOW)**

Transients / Vagrants / Homeless ----- 36%
 Crazy / Unsafe People ----- 16%
 Drugs / Drinking ----- 10%
 Crime (General) ----- 9%
 Gangs ----- 7%
 Feel Unsafe (General) ----- 6%
 Traffic ----- 6%
 Too Much Going On ----- 6%
 Lack Of Law Enforcement ----- 4%
 Mugging / Robbery ----- 4%
 Daytime Is Okay ----- 3%
 Other Mentions ----- 2%
 Crimes against Children ----- 1%
 Gun Incidents ----- 1%
 DK/NA/Refused ----- 7%

(RESUME ASKING ALL RESPONDENTS)

22. What about at night? How safe do you feel at night walking _____? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?)**
(READ LIST)

| | | <u>VERY SAFE</u> | <u>SOMEWHAT SAFE</u> | <u>(NEITHER SAFE NOR UNSAFE)</u> | <u>SOMEWHAT UNSAFE</u> | <u>VERY UNSAFE</u> | <u>(DK/ NO OPIN.)</u> |
|-------|---|----------------------|--------------------------|--|----------------------------|------------------------|-------------------------------|
| []a. | In your neighborhood ----- | 34% | 34% | 6% | 11% | 10% | 5% |
| []b. | In the city park closest to your residence ----- | 17% | 27% | 7% | 17% | 18% | 13% |
| []c. | In the Downtown area----- | 10% | 28% | 7% | 17% | 24% | 14% |

23. How safe do you feel traffic conditions are when you travel in San Jose using the following methods? Do you feel safe, unsafe, or neither safe nor unsafe? **(IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?)** **(READ LIST)**

| | | <u>VERY SAFE</u> | <u>SOMEWHAT SAFE</u> | <u>(NEITHER SAFE NOR UNSAFE)</u> | <u>SOMEWHAT UNSAFE</u> | <u>VERY UNSAFE</u> | <u>(DK/ NO OPIN.)</u> |
|-------|-----------------------------------|----------------------|--------------------------|--|----------------------------|------------------------|-------------------------------|
| []a. | Driving on San José streets ----- | 34% | 47% | 7% | 7% | 3% | 2% |
| []b. | Bicycling in San José----- | 13% | 28% | 7% | 14% | 10% | 28% |
| []c. | Walking in San José ----- | 28% | 47% | 6% | 9% | 5% | 5% |

24. The City of San Jose has embarked upon a traffic safety education campaign called “Street Smarts,” which is targeted toward addressing driver, pedestrian and bicyclist behavior to improve the safety of San Jose streets. You might have seen posters on buses, transit shelters, or in publications, with slogans such as “want to meet cops? Drive fast,” “when you see kids, slow down,” or “stopping is a part of driving.” Do you recall seeing or hearing anything about the Street Smarts campaign?

Yes ----- 35%
No ----- 63%
(DON'T READ) DK/NA ----- 2%

25. Do you believe the Street Smarts campaign will be effective or ineffective in improving driver, bicyclist, and pedestrian behavior? **(IF EFFECTIVE/INEFFECTIVE, ASK: Is that very EFFECTIVE/INEFFECTIVE or just somewhat?)**

Very effective----- 17%
Somewhat effective ----- 41%
Somewhat ineffective----- 11%
Very ineffective ----- 7%
(DON'T READ) DK/NA ----- 22%

26. The Office of the Independent Police Auditor oversees citizen complaints filed against San Jose Police officers. Have you heard anything about this office? **(IF YES, ASK: Is that a lot or just a little?)**

Yes, a lot----- 12%
 Yes, a little ----- 18%
 No ----- 68%
(DON'T READ) DK/NA ----- 1%

27. The Office of Independent Police Auditor provides civilian oversight of the San José Police Department. How confident are you that the Office of Independent Auditor can be effective in providing civilian oversight of the San José Police Department. Would you say you are...? **(READ RESPONSE CATEGORIES)**

Very confident----- 16%
 Somewhat confident ----- 41%
(NEITHER CONFIDENT NOR NOT CONFIDENT) 5%
 Not too confident----- 12%
 Not at all confident----- 6%
(DON'T READ) Don't know ----- 20%

28. Changing subjects somewhat, I am going to read you a list of the items that you and your family may need in the event of an emergency or natural disaster. Please tell me whether you currently have each of the following supplies available at your home:

| | <u>YES</u> | <u>NO</u> | <u>(DK/NA)</u> |
|---|------------|-----------|----------------|
| []a. Three gallons of bottled drinking water for each family member ----- | 56% | 43% | 1% |
| []b. A three-day supply of prescription medications for each person who needs them ----- | 70% | 25% | 5% |
| []c. The name and phone number of a contact person outside of the San Jose area, whom you have designated in advance as a contact person in case of emergency----- | 65% | 33% | 2% |

29. How well-informed are you about what things you should do during and after an emergency or disaster: very well-informed, somewhat well-informed, or not well-informed?

Very well-informed ----- 35%
 Somewhat well-informed ----- 49%
 Not well-informed----- 13%
(DON'T READ) DK/NA ----- 2%

**NOW I'D LIKE TO ASK ABOUT YOUR EXPERIENCES WITH CITY OF SAN JOSÉ
DEPARTMENTS AND EMPLOYEES.**

30. Have you had any direct contact, either in person or by telephone, with an employee or employees of a San José City government department over the past two years?

Yes ----- (ASK Q31)--36%

No ----- (SKIP TO Q32)--62%

(DON'T READ) DK/NA ----- (SKIP TO Q32)--2%

(IF "YES" ON QUESTION 30, ASK QUESTION 31)

31. Were you satisfied or dissatisfied with the **(INSERT FIRST ITEM ON LIST BELOW)** by the San José City employee or employees with whom you had contact? What about...? **(INSERT NEXT ITEM ON LIST BELOW)**. **(IF SATISFIED/DISSATISFIED, ASK: "Was that very or just somewhat?")**
(ROTATE START)

| | | <u>VERY</u> | <u>SOMEWHAT</u> | <u>NEITHER</u> | <u>SOMEWHAT</u> | <u>VERY</u> | <u>(DK/</u> |
|-------|--|---------------|-----------------|-----------------|-----------------|----------------|---------------|
| | | <u>SATIS.</u> | <u>SATIS.</u> | <u>SAT. NOR</u> | <u>DISSAT.</u> | <u>DISSAT.</u> | <u>NO</u> |
| | | | | <u>DISSAT.</u> | | | <u>OPIN.)</u> |
| []a. | Timeliness of the response ----- | 44% | ----- 32% | ----- 4% | ----- 7% | ----- 10% | ----- 2% |
| []b. | Courtesy shown to you ----- | 51% | ----- 30% | ----- 4% | ----- 6% | ----- 8% | ----- 2% |
| []c. | Competence displayed in handling your issue ----- | 44% | ----- 33% | ----- 4% | ----- 7% | ----- 10% | ----- 3% |

(RESUME ASKING ALL RESPONDENTS)

32. Using words of your own, in your opinion, what is the most important thing the City of San José can do to improve city services for the people who live and/or work in San José? **(OPEN-END; RECORD VERBATIM ANSWER BELOW AND THEN CODE AFTERWARDS)**

| | | | |
|--|-----|---|-----|
| Traffic flow/reduce traffic congestion/improve traffic flow----- | 10% | special interest influence ----- | 1% |
| Housing prices/rent control ----- | 4% | Parking improvements ----- | 1% |
| Mass transit/BART/light rail/ | | Library improvement/ | |
| improve bus system----- | 6% | more libraries ----- | 1% |
| Roads (repair/expand) ----- | 4% | Recreation areas/more parks ----- | 1% |
| Youth issues (control gangs, youth | | Better trash collecting----- | 1% |
| activities, day care for children----- | 3% | Enforce speed limits/ | |
| Plan for growth (housing, traffic | | ticket traffic violations----- | 1% |
| patterns, population, etc.) ----- | 1% | Eliminate automated phone systems ----- | 1% |
| Schools (improve, build more) ----- | 3% | Less bureaucracy/improve | |
| Beautification/city/neighborhood | | efficiency ----- | 1% |
| renovation/cleanup----- | 2% | Pay attention/do their best----- | 0% |
| Improve information resources/ | | Don't need new city hall----- | 0% |
| accessibility ----- | 2% | Reduce population----- | 0% |
| Stop/reduce development/ | | More friendly to small businesses----- | 1% |
| preserve open space----- | 0% | Cultural/arts funding/events/ | |
| Take care of the people/ | | Activities ----- | 1% |
| listen to the people ----- | 2% | Adult activities/entertainment ----- | 0% |
| Town hall meetings/let us know | | Taxes/lower taxes ----- | 1% |
| what they're doing/personal | | Fire department funding ----- | 0% |
| interaction with neighborhoods ----- | 3% | Improve airport ----- | 0% |
| Hire more help/better employee | | Stagger work hours----- | 0% |
| training/friendlier employees ----- | 1% | Less government involvement----- | 0% |
| Improve city services (general) ----- | 4% | Legalized marijuana----- | 0% |
| Assistance for poor/homeless ----- | 2% | Racial issues----- | 1% |
| Police patrol more frequently/ | | Neighborhood watch ----- | 1% |
| instead of making new ones ----- | 5% | Better health care ----- | 0% |
| Infrastructure improvements/ | | Everything----- | 1% |
| street lighting improvements ----- | 2% | Nothing/no problems----- | 3% |
| Environment/air quality | | Preventing crime----- | 1% |
| improvement/water control | | Control budget/spending wisely ----- | 1% |
| improvement----- | 1% | Improve safety ----- | 1% |
| Jobs/better wages ----- | 6% | Downtown revitalization ----- | 1% |
| Senior support activities----- | 1% | Better economy ----- | 0% |
| Eliminate government corruption/ | | Other ----- | 2% |
| | | DK/NA/Refused ----- | 14% |

HERE ARE MY FINAL QUESTIONS. THEY ARE JUST FOR STATISTICAL PURPOSES.

33. About how long have you lived in San José? **(READ LIST)**

Less than two years -----6%
 Three to four years -----8%
 Five to six years -----8%
 Seven to ten years ----- 10%
 11 to 15 years ----- 12%
 16 to 20 years ----- 12%
 21 years or more----- 44%
(DON'T READ) Don't know/Refused --- 1%

34. Do you live in a single-residence detached home, or do you live in a multi-family apartment, mobile home park, or condo building?

Single family detached house----- 72%
 Multi-family apt/condo ----- 24%
 Mobile home park -----3%
(DON'T READ) Don't know/Refused --- 1%

35. Do you own or rent the house or apartment where you live?

Own ----- 68%
 Rent ----- 31%
(DON'T READ) Don't know/Refused --- 1%

36. Are there any children under the age of 18 living in your household?

Yes ----- 44%
 No ----- 56%
(DK/NA) -----0%

37. What is your current employment status? Are you.. **(READ LIST)**

Employed full-time ----- **(ASK Q38)**--50%
 Employed part-time ----- **(ASK Q38)**--11%
 A homemaker who does not
 work outside the home-----**(SKIP TO Q39)**--8%
 Retired ----- **(SKIP TO Q39)**--15%
 A student -----**(SKIP TO Q39)**--6%
 Unemployed-----**(SKIP TO Q39)**--9%
(DON'T READ) Refused-----**(SKIP TO Q39)**--1%

(IF "EMPLOYED FULL-TIME" OR "PART-TIME" IN QUESTION 37, ASK:)

38. Is your work located in the City of San José or not? **(IF "NOT IN SAN JOSE," ASK: Do you telecommute to your job from your residence in San José?)**

In San José ----- 61%
 Not in San José ----- 32%
 Not in San José, telecommute ----- 7%
(DON'T READ) Don't know/Refused --- 1%

(RESUME ASKING ALL RESPONDENTS)

39. What was the last level of school you completed?

| | |
|-------------------------------------|-----|
| Grades 1-8----- | 3% |
| Grades 9-11 ----- | 6% |
| High School Graduate (12) ----- | 22% |
| Some College ----- | 24% |
| Business/Vocational School ----- | 3% |
| College Graduate (4)----- | 29% |
| Post-Graduate Work/Professional % | |
| School ----- | 12% |
| (DON'T READ) DK/Refused----- | 1% |

40. Please stop me when I come to the category that best describes the ethnic or racial group with which you identify yourself. Is it....?

| | |
|---|-----|
| Hispanic/Latino----- | 26% |
| African-American ----- | 4% |
| Asian ----- | 21% |
| Caucasian/White----- | 40% |
| Native American/Indian ----- | 1% |
| Some other group or identification----- | 5% |
| (DON'T READ) Refused----- | 3% |

41. In what year were you born?

| | |
|----------------------------------|-----|
| 1985-1979 (18-24) ----- | 12% |
| 1978-1974 (25-29) ----- | 9% |
| 1973-1969 (30-34) ----- | 11% |
| 1968-1964 (35-39) ----- | 11% |
| 1963-1959 (40-44) ----- | 11% |
| 1958-1954 (45-49) ----- | 9% |
| 1953-1949 (50-54) ----- | 8% |
| 1948-1944 (55-59) ----- | 6% |
| 1943-1939 (60-64) ----- | 5% |
| 1938 or earlier (65 & over)----- | 11% |
| Refused ----- | 7% |

42. I don't need to know the exact amount but I'm going to read you some categories for household income. Would you please stop me when I have read the category indicating the total combined income for all the people in your household before taxes in 2002?

| | |
|----------------------------------|-----|
| \$10,000 and under----- | 4% |
| \$10,001 - \$20,000 ----- | 7% |
| \$20,001 - \$30,000 ----- | 8% |
| \$30,001 - \$60,000 ----- | 19% |
| \$60,001 - \$75,000 ----- | 10% |
| \$75,001 - \$100,000----- | 11% |
| More than \$100,000----- | 18% |
| (DON'T READ) Refused----- | 22% |

43. Are you a registered voter in the City of San José?

Yes ----- 74%

No ----- 25%

(DON'T READ) Refused----- 1%

44. Here is my final question. Could you tell me the cross streets of the main intersection near where you live? **(WRITE-IN STREET NAMES)**

Street _____

with

Street _____

THANK YOU VERY MUCH FOR YOUR TIME AND ATTENTION TO MY QUESTIONS.

Gender by observation:

Male----- 48%

Female ----- 52%

Language by observation:

English----- 96%

Spanish -----4%

Vietnamese-----0%

Phone # _____

Date _____

City _____

County _____

Interviewer _____

Cluster # _____

Verified by _____

Page # _____